



COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

September 29, 2006

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) PROGRAM

TANF Transmittal 34

As a result of the passage of the Deficit Reduction Act and new federal regulations (see federal regulations at <http://www.acf.hhs.gov/programs/ofa/tanfregs/tfinrule.htm>), significant changes are being made to the Virginia Initiative for Employment not Welfare (VIEW) program. In addition to changes in the calculation of work participation rates, new federal regulations required adherence to federal definitions of work activities, and more vigorous verification and documentation requirements. In response to federal changes, VIEW is being amended so that more people are engaged in countable work activities. The changes will result in increases in the work participation rate. This transmittal is effective October 1, 2006.

The following revisions are included in this transmittal:

- **Updated Federal Poverty Limits** – The poverty limits have been changed which affect reporting requirements, the VIEW disregard, and stepparent deeming.
- **Paternity Identification** – If an applicant/recipient is not certain of the child's paternity, she must identify all individuals who may be the father. Sanctioning for non-cooperation will only occur if all named persons have been eliminated.
- **VIEW Exemptions** – The age for caring for a young child has been changed from 18 to 12 months. The exemptions for pregnancy and for needy non-parent caretaker recipients have been eliminated.
- **Chapter 1000 Revisions** – The entire chapter has been revised, reformatted, and the order of the sections has changed.
- **Work Activity Definitions** – Work activity definitions have been updated to reflect requirements in federal regulations. Work activities are now divided into three categories: core, non-core, and other activities. Other activities are allowable but do not count toward the calculation of the work participation rate.
- **Work Activity Limitations** – While all job search and job readiness participation can be entered into ESPAS, only four consecutive weeks and a total of six weeks per fiscal year (October through September) count toward the federal work participation rate. Vocational education and training is countable for one year in a lifetime. Only hours of

employment for which the participant is paid at least minimum wage, including self-employment, meet the definition of employment.

- **Hours of participation** – The federal work participation rate is calculated without giving partial credit. If a person meets the required hours of participation, then she counts as participating. If she falls short of meeting the required hours, she does not count as participating. To move people toward self-sufficiency and to increase our ability to meet the work participation rate, the required hours of participation are being increased. Unless employed or engaged in on-the-job training for 30 hours per week, participants are expected to be engaged in activities totaling 35 hours per week.
- **Volunteers** – Volunteers must agree to fully participate to enter into VIEW.
- **Verification of hours of participation** – All hours of participation in activities must be verified and documented in the case record. Hours of employment and on-the-job training may be projected for 6 months.
- **Vocational Education and Training** – Restrictive criteria regarding the use of vocational education has been removed. The component has been renamed “vocational education and training” and has been redefined.
- **Sanctions** - If a needy non-caretaker is subject to sanction in VIEW, the needy non-caretaker is to be removed from the assistance unit rather than suspending the grant. The case will become a child-only case.
- **VIEW Transitional Payment (VTP)** – To improve job retention and to help increase the work participation rate, VIEW participants that are employed for at least 30 hours per week and earning at least minimum wage at the time of TANF closure are eligible for a payment of \$50 per month for up to a year as long as the employment is maintained. VTPs will be issued beginning with cases that close at the end of October.

The pages of this transmittal are to be incorporated in the TANF Manual as follows:

Main Table of Contents, pages 8-9, dated 10/06 (2 sheets), to replace Main Table of Contents, pages 8-9, dated 4/06 (2 sheets).

Section 201.10, page 1a, dated 10/06 (1 sheet), to replace Section 201.10, page 1a, dated 10/96 (1 sheet).

Section 201.10, page 3a, dated 10/06 (1 sheet), to replace Section 201.10, page 3a, dated 8/98 (1 sheet).

Section 305.1, page 2, dated 10/06 (1 sheet), to replace Section 305.1, page 2, dated 10/05 (1 sheet).

Section 305.1, page 9, dated 10/06 (1 sheet), to replace Section 305.1, page 9, dated 10/05 (1 sheet).

Section 305.4, pages 38-41, dated 10/06 (4 sheets), to replace Section 305.4, pages 38-41, dated 4/06 (4 sheets).

Section 900 Table of Contents, page 1, dated 10/06 (1 sheet), to replace Section 900 Table of Contents, page 1, dated 12/03 (1 sheet).

Section 901.2, pages 2-2b, dated 10/06 (3 sheets), to replace Section 901.2, pages 2-2a, dated 4/06 (2 sheets).

Section 901.5-901.6, pages 6-7, dated 10/06 (3 sheets), to replace Section 901.5-901.6, pages 6-7, dated 4/06, 4/06 and 12/04, respectively (3 sheets).

Section 901.13, page 11-11a, dated 10/06 (2 sheets), to replace Section 901.13, page 11, dated 7/04 (1 sheet).

Section 900, Appendix 2, pages 1-6, dated 10/06 (6 sheets), to replace Section 900, appendix 2, pages 1-6, dated 10/05 (6 sheets).

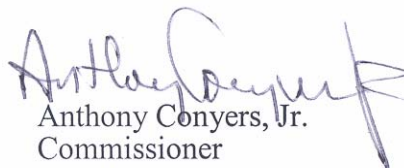
Section 900, Appendix 3, page 1, dated 10/06 (1 sheet), to replace Section 900, Appendix 3, page 1, dated 10/05 (1 sheet).

Section 900, Appendix 4, pages 1-3, dated 10/06 (3 sheets).

Section 1000, pages i – 97, dated 10/06 to replace Section 1000, pages i - 77.

Appendix A, pages 1 - 2, 6 - 8, 13 - 15, 23 – 30, and 53 - 55, dated 10/06 to replace similarly numbered pages in Appendix A.

Appendix A, pages 62 – 69 and Appendix G, page 1, to be added.


Anthony Conyers, Jr.
Commissioner

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a. Name of Parent

- 1) The applicant or recipient must provide, under penalty of perjury, the first and last name of the individual against whom paternity or an obligation to provide support is sought to be established, modified, or enforced.
- 2) If the applicant/recipient is not certain of the child's paternity, **she** must identify all individuals with whom **she** had sexual intercourse who may be the father. The "List of Putative Fathers" form must be completed by the applicant/recipient, listing the individuals who may be the father in rank order of their probability of being the father.
 - a) The applicant/recipient must designate, in writing, the men most likely to be the father. If the putative fathers designated are excluded from paternity as a result of the genetic testing, the applicant/recipient will be considered as not cooperating and the agency will impose a sanction until paternity has been established for the child.
 - b) If an applicant/recipient has named only one putative father, and subsequent genetic testing determines that this individual is not the father, the applicant/-recipient must be given an opportunity to provide another name(s) for the putative father. The applicant/-recipient is considered to be cooperating with the identification requirement if she provides the name of another individual(s) with whom **she** had sexual intercourse who may be the father. If the **men** named **are** excluded from paternity through genetic testing, the applicant/recipient will be considered as not cooperating and the agency will impose a sanction until paternity has been established for the child.
Note: Individuals who were sanctioned prior to October 2006 must be given an opportunity to name all putative fathers upon reapplication. Each man named must be excluded from paternity through genetic testing before the applicant/recipient will be considered as not cooperating.
 - c) If the blood test determines that an individual named is not the father and the applicant/recipient maintains there are no other men who could be the father, the applicant/recipient must be advised of her right to meet with the DCSE worker and have her case reviewed. DCSE will review the case and offer the applicant/recipient an opportunity to view the photograph of the individual tested. If the individual in the photograph is not the man named by the applicant/recipient, DCSE will initiate action to administer another test to the appropriate parties. If the individual in the photograph is the man named by the applicant/-recipient, DCSE may refer the matter to the court if the applicant/recipient insists that he is the father. During that time, the applicant/recipient will be considered to be cooperating.

- f. does not name another individual who may be the father after the only man named as the putative father is excluded; or
 - g. the putative fathers **listed** on the "**List of Putative Fathers**" form are excluded from paternity as a result of blood tests **or DNA**; or
 - h. otherwise fails to comply with the requirements in Section [201.10 A.](#)
- 2. The finding of noncooperation must be documented in the case record.
 - a. Noncooperation must be due to one of the reasons listed in [1.a.](#) - [h.](#) above.
 - b. If noncooperation was determined by DCSE, the DCSE worker will update the noncooperation indicator in the IV-A/IV-D Interface and follow-up with written notification to the eligibility worker on the "Cooperation/Noncooperation Notification" form, substantiating the noncooperation. Detailed information is to be maintained in the DCSE case record to document the noncooperation and must be made available, upon request, if the sanction resulting from the noncooperation finding is appealed. If the action is appealed, the eligibility worker must contact the DCSE worker to inform him that an appeal has been filed and to request the supporting documentation required to be included in the appeal summary. The DCSE worker will attend the hearing or participate in a telephonic hearing to testify as to the applicant/recipient's failure to cooperate.
- 3. The local agency must impose the appropriate sanction for noncooperation as soon as administratively possible, as follows:

Send an advance notice advising the recipient that the agency will sanction him. The sanction imposed must be determined in accordance with Section [201.10.C.](#) below and must be effective the following month, if administratively possible.

 - a. The notice must explain that his needs will be added back to the grant once he cooperates with DCSE. DCSE will be notified of the sanction through the computer systems interface by entering the appropriate VACIS delete reason or closure code.

- b. the earned income of an individual which is funded by the Workforce Investment Act of 1998 (WIA);
- c. for TANF-UP, unemployment compensation benefits;
- d. lump sum payments per 305.4.C;
- e. the earned income of a child that is a full or part-time student.

If the income of the assistance unit exceeds 185%, the case is ineligible for a payment.*

2. Screening at the Standard of Assistance

The following procedures are applicable to the standard of assistance screening:

a. Applications, Including Persons Being Added to An Existing Assistance Unit

Once the total gross countable income of the assistance unit is determined to be less than or equal to 185% of need, income must then be screened at the standard of assistance allowing earned income disregards where applicable.

b. All AUs will be allowed the following deductions from earned income:

- (1) The standard deduction**, the same amount used in the standard deduction for the Food Stamp program, and 20% of the remainder is deducted from the gross earnings.***
(Refer to Appendix 3 to Section 305, Step 2 and Section 305.3.B.7.)

Assistance Unit	Standard Deduction
1-3 members	\$134
4 members	\$139
5 members	\$162
6 or more members	\$186

c. Ongoing Cases

Once the total gross countable income of the assistance unit is determined to be less than or equal to 185% of need, income must then be screened at the standard of assistance allowing earned income disregards where applicable.

d. The following income is disregarded when income is screened at at the standard of assistance:

- 1) all income specifically disregarded in 305.4.A;

* 45 CFR 233.20(a)(3)(xiii)
 ** 22 VAC 40-295-60
 *** 22 VAC 40-295-60

At each renewal, all income of the assistance unit must be verified, regardless of whether a change has been reported. If a change is identified, a prospective determination must be conducted in accordance with Section 305.1.A. to establish ongoing eligibility.

When a change in income occurs between renewals, a prospective determination must be conducted to establish ongoing eligibility.

When attempts to verify countable income prove to be unsuccessful because the person or organization that is to provide the verification fails to cooperate with the assistance unit and the local agency, and there are no alternate sources of verification available, the Eligibility Worker shall determine an amount to be used for TANF purposes based on the best available information. The case record must be documented to reflect the method used to arrive at the anticipated income.

In the above situation, the following verification will be considered the best available information:

1. a third party statement,
2. a collateral contact, or
3. as a last resort, the applicant's/recipient's written statement of the amount of income anticipated to be received in the payment month.

D. Handling Changes in Income (Earned and Unearned)

1. The assistance unit must report increases in income that place the assistance unit's monthly income above 130 percent of the federal poverty level based on assistance unit size.

The income limits are as follows:

<u>Income Limits</u>				
Household Size	Monthly Amount	Weekly Amount	Bi-Weekly Amount	Semi-Monthly Amount
1	\$1,062	\$246.98	\$ 493.95	\$ 531.00
2	1,430	332.56	665.12	715.00
3	1,799	418.37	836.74	899.50
4	2,167	503.95	1,007.91	1,083.50
5	2,535	589.53	1,179.07	1,267.50
6	2,904	675.35	1,350.70	1,452.00
7	3,272	760.93	1,521.86	1,636.00
8	3,640	846.51	1,693.02	1,820.00
Each Additional Person	\$369	\$85.81	\$171.63	\$184.50

Exceptions: The needs of an individual(s) who is not in the assistance unit due to an IPV sanction, failure to comply with SSN requirements, or failure to cooperate with DCSE will not be allowed.

If the stepparent has not previously filed a return or states that he will claim a different number of dependents for the current year, use the number of dependents he intends to claim for the current year.

Verify by statement from the stepparent.

- 3) Support, including wage assignments paid to individuals not living in the home who are claimed or could be claimed as dependents on the stepparent's federal income tax return.

If the stepparent has not previously filed a return or states that he will claim a different number of dependents for the current year, use the number of dependents he intends to claim for the current year.

Verify by statement from the stepparent.

- 4) Payments for alimony and child support, including wage assignments to individuals not claimed on the stepparent's federal income tax return and not living in the household.

Verify by statement from the stepparent.

Failure of the customer to verify the income of the stepparent will result in ineligibility of the case.

The amount remaining after the above deductions must be compared to the standard of assistance for the assistance unit. If the stepparent's income is less than the standard of assistance for the number of persons in the assistance unit, the parent's needs are included on the grant, and no stepparent income is deemed available. Only the income of the parent and child(ren) is to be considered in determining the grant amount. (Step 2 is not applicable in this instance.)

If the remaining amount equals or exceeds the standard of assistance for the number of persons in the assistance unit, the parent is not included in the assistance unit, and the child(ren)'s eligibility must be determined according to step 2.

Step 2 - Eligibility Determination For the Children When the Parent's Needs Must Be Excluded From the Grant - Determine the child(ren)'s eligibility and grant amount by counting the parent's income, the child(ren)'s income, and that portion of the stepparent's gross income in excess of 150% of the poverty level for two persons (the parent and stepparent), which is **\$1,650**. The latter is a standard amount and must be used in all cases regardless of the actual number

of dependents the stepparent has. Countable income is to be deducted from the standard of assistance at 90% for the assistance unit.

- b. Stepparent Deeming Procedure Used When the Parent in the Home Refuses/Fails to Cooperate With DCSE - When it is determined that the parent of the TANF child(ren) has failed or refused to cooperate with DCSE, the stepparent's income must be deemed available to the assistance unit, calculating the deemed amount in accordance with 305.4.F.1.a.1) - 4). The deemed income, in addition to the income of the parent and child(ren) must be counted to determine the assistance unit's eligibility and grant amount.

Failure of the customer to verify the income of the stepparent will result in ineligibility of the case.

- c. Stepparent Deeming When the Parent Is Not in the Home With the Stepparent - Deeming stepparent income is not appropriate when the parent of the TANF child(ren) is not living in the home, regardless of whether absence from the home is due to separation, divorce, or death. The stepparent and the natural/adoptive parent will be considered living together, regardless of absence due to military duty, employment, or other absences or convenience, as long as they consider themselves to be living as husband and wife.

If the stepparent is included in a TANF assistance unit, policies and procedures applicable to assistance unit members apply instead of the deeming procedures.

Note: A lump sum payment received by an eligible child's stepparent is considered available to the assistance unit in the month of receipt only.

EXAMPLE #1:

Ms. P. is applying for TANF for herself and her 3 children. Ms. P. receives unearned income in the amount of \$50 per month, and each of the 3 children receives unearned income in the amount of \$50 per month, as well. Ms. P.'s husband (not the children's father) is employed and earns \$1,670 per month. Mr. P. has no other dependents.

1. To determine Ms. P.'s eligibility to be included in the AU:

Mr. P.'s income	\$1,670.00
Less \$90 disregard	<u>- 90.00</u>
	\$1,580.00
Less standard of need for 1 (group II)	<u>-174.00</u>
Amount deemed available to Ms. P.	\$1,406.00
Standard of assistance for 4 person AU	\$ 382.00
Note: The standard of assistance does not include the TANF Match Payment.	

Since the portion of Mr. P.'s income which is deemed available to Ms. P. exceeds the standard of assistance for 4 persons, she is not eligible to be included in the AU.

2. To determine the 3 children's eligibility, and, if eligible, the grant amount:

Stepparent's (Mr. P.'s) income	\$1,670.00
150% of poverty guidelines for 2 (monthly)	<u>-1,650.00</u>
Amount <u>greater than</u> 150% poverty guidelines	\$ 20.00
Standard of assistance for 3-person AU	\$ 320.00
Note: The standard of assistance does not include the TANF Match Payment.	
Less countable income (\$20.00 - amount of Mr. P.'s income which exceeds 150% of poverty guidelines; \$50 - Ms. P.'s unearned income; \$150 - the children's unearned income)	<u>- 220.00</u>
Grant amount	\$ 100.00

EXAMPLE #2:

Ms. J., who has been receiving TANF on behalf of herself and her 2 children reports that she remarried over the weekend. Ms. J. receives unearned income in the amount of \$100 per month. Her husband, Mr. J. is employed, with earnings in the amount of \$800 per month. Mr. J. has 3 children who live with his former wife, for whom he pays support in the amount of \$400 per month.

1. To determine Ms. J.'s eligibility to be included in the AU:
- | | |
|---|-----------------|
| Mr. J.'s income | \$ 800.00 |
| Less \$90 disregard | <u>- 90.00</u> |
| | \$ 710.00 |
| Less standard of need for 1 (group II) | <u>- 174.00</u> |
| | \$ 536.00 |
| Less support paid by Mr. J. to non-household dependents | <u>- 400.00</u> |
| Income deemed available to Ms. J. | \$ 136.00 |
| Standard of assistance for 3-person AU | \$ 320.00 |
- Note: The standard of assistance does not include the TANF Match Payment.

Since the portion of Mr. J.'s income which is deemed available to Ms. J. is less than the standard of assistance for 3 persons, she is eligible to be included in the AU. Proceed to grant calculation, since Ms. J. is eligible.

2. To determine the grant amount:

Standard of assistance for 3-person AU	\$ 320.00
Less countable income (Ms. J.'s income)	<u>- 100.00</u>
Grant amount	\$ 220.00

EXAMPLE #3:

Ms. L. is applying for TANF for herself and her 2 children. Ms. L. works 10 hours per week, and earns \$50 weekly. Her husband, Mr. L. (not the children's father) is employed and earns \$2,000 per month. Mr. L. has 1 child, who lives in the household also.

1. To determine Ms. L.'s eligibility to be included in the AU:

Mr. L.'s income	\$2,000.00
Less \$90 disregard	<u>- 90.00</u>
	\$1,910.00
Less Standard of need for 2 (group II) to include Mr. L. and his child	<u>- 257.00</u>
Income deemed available to Ms. L.	\$1,653.00
Standard of assistance for 3-person AU	\$ 320.00

Note: The standard of assistance does not include the TANF Match Payment.

Since the portion of Mr. L.'s income which is deemed available to Ms. L. exceeds the standard of assistance for 3 persons, she is ineligible to be included in the AU.

2. To determine the 2 children's eligibility, and if eligible, the grant amount:

Stepparent's (Mr. L.'s) income	\$2,000.00
150% of poverty guidelines for 2 (monthly)	<u>-1,650.00</u>
Amount <u>exceeding</u> 150% of poverty guidelines	<u>\$ 350.00</u>
Standard of assistance for 2-person AU	\$ 254.00

Note: The standard of assistance does not include the TANF Match Payment.

Therefore, the 2 children are ineligible for TANF, since Mr. L.'s income, in excess of 150% of poverty guidelines, exceeds the standard of assistance for an AU of 2.

2. Deeming Income in Minor Caretaker and Ineligible Alien Cases - Income must also be deemed to an assistance unit in the following situations. Applicable policies and procedures are explained below.

- a. Minor Caretaker Living with Senior Parent(s) - When living together, the income of a senior parent(s) is to be deemed available to the minor caretaker's assistance unit.* The senior parent's income must be considered available to the eligible child(ren) by applying the deeming procedure in Section 305.4.F.2.c. below. A stepparent's income is not deemed available to a minor caretaker's assistance unit.

When the minor caretaker is an SSI recipient, and lives in the home of his/her parent, the income of the senior parent(s) is deemed available to the minor caretaker's TANF assistance unit. If eligibility for TANF exists, the Social Security Office must be informed that the income is being counted for TANF purposes. The EW must document the case record to show that the Social Security office has been advised that the minor caretaker's parent's income is being counted for TANF purposes.*

- b. Ineligible Alien Parent - If a parent living in the home with the eligible TANF child is an alien and is ineligible for assistance

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- C. Individuals unable to participate because of a temporary medical condition that prevents entry into at least 10 hours per week of employment or training, as determined by a medical professional. A medical professional is defined as a medical doctor, including psychiatrist, or doctor of osteopathy, or a licensed physician's assistant or nurse practitioner working under the auspices of a medical doctor or doctor of osteopathy. This definition of medical professional applies in exemptions F and H below also.

The individual must provide the local agency a completed Medical Evaluation (form 032-03-0654-03-eng) completed by the medical professional that states the nature and scope of the incapacity, including abilities and limitations of the individual, and the duration of the incapacity. The form may also be completed by other qualified medical professionals at the discretion of the agency.

The form is to be completed by a medical professional with thorough knowledge of the condition(s) that are believed to limit or prohibit the client's ability to work or participate in VIEW. Typically, this is the doctor or other medical professional who is currently treating the client for the condition. If, however, in the opinion of the agency, the client's condition is such that it should be evaluated by a specialist, then the specialist should make the evaluation, complete and sign the form.

Medical exams necessary to determine exemption status for VIEW or to assess a VIEW participant's ability to work or participate in the program will be arranged through Medicaid when possible. When Medical coverage does not exist, the medical exam can be paid for with VIEW funds. The agency will pay for the first medical exam; the agency may pay for additional exams, but is not required to do so.

The agency may choose to request and pay for a 2nd evaluation from a medical professional whenever the 1st evaluation is deemed by the agency to be inadequate to determine the client's exemption status, or ability to work or participate, or is otherwise questionable.

If the physician indicates that the individual is able to participate in employment or training but is limited in the types of activities that can be performed, or the hours of participation, the eligibility worker must refer the individual to VIEW and share the information with the ESW so suitable accommodations can be arranged. The employment services worker must work with the individual to find suitable work activities, taking into account any limitations indicated by the physician. The agency shall ensure that reasonable accommodations are made if needed.

If the individual is unable to participate in VIEW because of a temporary medical condition that prevents entry into at least 10 hours per week of employment or training, the eligibility worker must reevaluate the exempt individual's incapacity at the time prescribed by the medical statement.

If there are two parents in the assistance unit and one parent **is exempt because of a temporary medical condition or disability**, the case is a TANF case rather than a TANF-UP case.

If the agency is unable to secure a medical evaluation for a person required to participate in VIEW, the individual will be referred to VIEW. The ESW will work with the participant to secure a medical evaluation as part of the VIEW assessment process.

- D. Individuals who are incapacitated, as determined by receipt of Social Security Disability benefits or Supplemental Security Income. The eligibility worker must refer persons with a permanent incapacity to vocational rehabilitation using the Referral to Rehabilitative Services form (032-03-0302-00-eng)
<http://localagency.dss.virginia.gov/divisions/bp/tanf/forms/general.cgi>.

Only one referral is necessary and no follow-up is required. This exemption cannot be granted to either parent in a TANF-UP case. If there are two parents in the assistance unit and one parent meets this exemption, the case is a TANF case rather than a TANF-UP case.

- E. Any individual 60 years of age or older.
- F. An individual who is needed on a substantially continuous basis to care for a **family member living in** the household. The **family** member must have a verified disability. The individual must have caretaking needs that prevent the individual from participating in work activities. "Caretaking needs" that prevent the caregiver from participating in work activities include the need for attendance, supervision and home care, and other needs related to the **family** member's disability. A physician must verify the **family** member's condition, and the need for the individual to be available on a substantially continuous basis. If the documentation does not result in exemption from VIEW, the documentation must be forwarded to the VIEW worker. **If the disabled family member is out of the home for substantial parts of the day, for example to attend school, then this exemption is not appropriate.**
- G. A parent or caretaker/relative of a child under **twelve** months of age who personally provides the care for a child.

In a double caretaker assistance unit in which one parent is incapacitated, the eligibility worker must refer the other caretaker for participation unless he can provide a written doctor's statement indicating that the incapacitated caretaker is unable to care for the child under **twelve** months.

When the minor parent and her child are included in the same unit with the minor's parent, only one of these individuals can receive this exemption on the basis of caring for the minor's child. The individual who is actually providing care will be exempt.

NOTE: A parent who gives birth to a child subject to the family cap provision (refer to Section 201.12) may be granted a temporary exemption of not more than six weeks after the birth of the child.

NOTE: In the VIEW Program, a parent whose needs are removed from the grant must participate unless otherwise exempt. Reasons why the parent's needs have been removed from the grant include, but are not limited to, noncooperation with DCSE, disqualification for IPV violation, a drug felony conviction, or failure to provide a Social Security number. In addition, a parent whose needs are not included in the grant due to the stepparent deeming requirements, 305.4.F., or due to the sponsored alien deeming requirements, 305.4.D., must participate in VIEW, unless otherwise exempt.

A parent who does not meet TANF categorical requirements (parent is an SSI recipient, or a parent who is a convicted offender serving his sentence while still living in the home, or parent who is an illegal immigrant) is not required or eligible to participate in VIEW.

2. To participate in assignments made by the case manager.
 3. To notify the case manager of any change in the participant's circumstances which would impact the participant's ability to satisfactorily participate in the program.
 4. To accept a job offer. Refusal to accept a job offer may result in a sanction if so determined by the VIEW worker.
 5. To arrange and find transportation and day care. The case manager will assist the participant if he has tried, but has been unable to find transportation or day care.
- B. An individual will be considered as participating in VIEW until such time as a notice is received from the VIEW worker that he has failed or refused to participate. If an individual fails/refuses to participate/cooperate, without good cause, the case is not eligible to receive a grant.
- C. Refusal to Sign the Agreement of Personal Responsibility (APR) - If the VIEW worker advises the eligibility worker that a mandatory individual has refused to sign the Agreement of Personal Responsibility, the TANF case must be closed as soon as administratively possible. Refusal to sign the Agreement of Personal Responsibility means overt refusal to sign or failing to appear without good cause, for an initial assessment interview in which the Agreement of Personal Responsibility was to be signed. **The ESW will notify the EW that the client did not appear for the initial assessment interview by sending a communication form requesting the EW to send the Advance Notice of Proposed Action to the client.**

Upon a subsequent re-application for TANF the applicant(s) determined to be VIEW mandatory must sign the Agreement of Personal Responsibility before the initial payment is issued. If the Agreement of Personal Responsibility has not been signed within the application processing time frame (refer to Section 401.1.E), the TANF application must be denied. The signing of the APR is not a condition of eligibility for TANF if the case has been closed 24 months.

Countable earnings must be screened in accordance with policy in Section 305, and the VIEW grant calculation is applicable beginning the month following the month the Agreement is signed.

Either the eligibility worker or the VIEW worker may obtain the applicant's signature on the Agreement.

901.6 SANCTIONS - Participants who fail to participate in the VIEW Program will be sanctioned.

- A. **The sanction will be imposed by suspending the TANF payment for the period of time specified below.**
- B. **For needy non-parent caretakers, the caretaker is to be removed from the grant, rather than suspending the payment.**
- C. The **ESW** must advise the **EW** of the decision to sanction and the sanction count.

D. The **EW** is to sanction the participant unless otherwise advised by the VIEW worker.

1. If the **EW** is aware that the participant might have been exempt during the required participation period, or was unable to participate for reasons of disability or language barrier, the **EW** must advise the **ESW**.

The **ESW** is responsible for making the final decision as to whether to proceed with the sanction. If the **ESW** determines that the participant was exempt, or was unable to participate for reasons of disability or language barrier, the **ESW** will advise the eligibility worker to not impose the sanction.

Exception: The **EW** will not impose the *first* sanction when the client obtains and provides verification of full time employment (at least **35** hours per week) prior to the effective date of the proposed sanction. The **EW** will inform the **ESW** of the employment and that the 1st sanction was not imposed. Employment prior to the imposition of a 2nd or 3rd sanction will not impact the proposed sanction; the eligibility worker will impose 2nd and 3rd sanctions regardless of client employment status.

2. When a participant becomes exempt during a sanction period, the **EW** must wait until the minimum sanction period has elapsed before removing the sanction unless notified by the **ESW** that the sanction was imposed in error, or that the client's failure to participate was due to disability or language barrier. In those circumstances, the sanction must be lifted immediately by the **ESW** and deleted from the automated system by the **EW**. The sanction will not be included in the client's overall sanction count.

E. The **EW** must apply the sanction effective the month following the month in which they receive notice to sanction, if administratively possible. If this cannot be done, the action must be taken for the second month. The **EW** must mail the Advance Notice of Proposed Action as soon as possible after receipt of the Notice to Sanction. The advance notice must indicate the duration of the sanction.

F. The sanction time frames are as follows:

1. For the first sanction the grant will be suspended for a minimum of one month or until failure to participate ceases, whichever is longer.
2. For the second sanction, the grant will be suspended for a minimum of three consecutive months or until failure to participate ceases, whichever is longer.
3. For the third and subsequent sanctions, the grant will be suspended for six consecutive months or until failure to participate ceases, whichever is longer.

In determining the length of time that the sanction will be imposed, if the VIEW worker determines that a previous sanction was due to an

unaccommodated disability which prevented compliance, the current sanction should be imposed as if the previous sanction had not occurred. For example, if this would have been the second sanction but the **ESW** determines that non-compliance with program requirements that resulted in the first sanction was the result of a disability, the second sanction will be treated as if it is the first sanction and the penalty for a first sanction will be applied.

- G. While a grant is suspended for a sanction period, the assistance unit members are considered TANF recipients for all other purposes. The time clock for VIEW participants continues during the sanction.
- H. The **ESW** will advise the eligibility worker of the date the individual began to comply. The sanction is to be removed effective the date he began to participate. If participation begins after the fixed period, the grant will be prorated for the month in which he begins to participate.
- I. A sanction is removed when the sanctioned individual becomes exempt after the minimum sanction period has elapsed. Once the exemption is verified, the sanction is to be removed effective the date the exemption change is reported. Late reporting of an exemption change does not constitute an underpayment.

Exception: When the **ESW** determines that the non-compliance with program requirements that resulted in the sanction was the direct result of a disability, the need to care for a household member with a disability, or barriers to employment related to limited English proficiency, the **ESW** will notify the **EW**, who will immediately lift the sanction, reinstate benefits, and enter the sanction exemption information into the computer system.

- J. Sanctions and Reapplication - If the sanction is in the fixed period when the case closes, the sanction resumes at approval at the point it left off when the case closed.

Example - The second VIEW sanction was imposed effective January 1, 2005. Customer requested that her **TANF** case be closed effective January 31, 2005. Customer reapplied for TANF in June 2005, and the application was approved July 12, 2005. The customer is VIEW mandatory. The second month of the fixed period resumes with July 2005.

If the TANF case closed during a sanction after the fixed period, the case is sanctioned at reapproval until the eligibility worker is notified by the **ESW** that the client has complied.

In both sanctions, the time clock for the twenty-four month time limit resumes at reapproval.

When a sanctioned individual moves from one case to another, the sanction continues uninterrupted, unless the **ESW** determines that the non-compliance with program requirements that resulted in the sanction was the direct result of a disability, the need to care for a household member with a disability, or barriers to employment related to limited English proficiency.

901.13 TRANSITIONAL BENEFITS - When a VIEW case closes the family may be eligible for transitional benefits. Transitional benefits may be received during the 12-month transitional period. Transitional services include child care, transitional employment and training*, transitional transportation, and transitional payments. Eligibility criteria for transitional child care benefits are located in the Child Care Policy Manual and policy for transitional transportation is located in Chapter 1000 of this manual. The receipt of transitional transportation is the only transitional service that will extend the client's period of ineligibility.

A. VIEW Transitional Payment (VTP)

1. The purpose of the transitional payment is to encourage job retention. The VTP will be given to VIEW participants whose TANF case is closing for any reason except no eligible child in the home and there was at least one VIEW participant who at the time of TANF case closure was employed at least 30 hours per week with hourly wages equal to at least the current federal minimum wage.
2. The amount of the VTP is \$50 for each VIEW participant who meets the above criteria.
3. If a VTP is established at \$100 and one parent in a two-parent leaves the home, the payment must be reduced by \$50.
4. VTP information is keyed in the ADAPT system. Upon successful completion of all VTP fields on the 'Establish/Reinstate VIEW Transitional' screen, ADAPT will display the 'Authorize Case NOA's' screen. The worker must authorize, print, and mail the NOA.
5. Criteria for Receipt of the VTP:
 - a. The client is in VIEW at time of TANF case closure.
 - b. The TANF case closes for any reason other than no eligible children in the home.
 - c. The VIEW client is employed at least 30 hours per week.
 - d. The VIEW client must be earning at least the current federal minimum wage.
 - e. The TANF case must not be in a VIEW sanction at time of TANF case closure.
 - f. The case must not have been referred for a VIEW sanction at time of TANF case closure.

*2002 Acts of Assembly, Appropriations, Item 354G

6. Criteria for Termination of VTP:

- a. The client(s) is no longer working at least 30 hours per week.
- b. The client(s) earnings fall below the current federal minimum wage.
- c. There are no TANF eligible children in the home.
- d. The client files a TANF reapplication.

If the client relocates to another locality in Virginia the VTP will continue if the client continues to meet eligibility criteria.

When employment ends, falls below 30 hours a week, wages decrease to below the current federal minimum wage, or the only eligible child leaves the home, the VTP will close and must not be re-established even if the person becomes employed again with at least 30 hours per week with wages of at least the current federal minimum wage.

A TANF recipient may receive a VTP in each 12-month transitional period. Appendix 4 contains ADAPT VTP instructions.

901.14 FULL EMPLOYMENT PROGRAM - The Full Employment Program (FEP) is a subsidized, training-oriented employment activity for VIEW participants who have been unable to find a job on their own. FEP uses government funds to directly subsidize wages paid by the employer. Wages are paid through the regular employee payroll based upon hours worked in lieu of TANF benefits. A monthly stipend is issued to the employer for the duration of the FEP placement.

The FEP placement and stipend periods are a fixed six-month period. The placement begins the month FEP employment begins and ends on the last day of the sixth month, e.g., placement begins June 10 and continues through November 30, and the corresponding stipend period begins on July 1 and ends on December 1. The begin date of placement cannot be a date within the last 11 days of the placement month.

A parent or other caretaker-relative may participate in FEP. Only one person in a case can be in FEP at any time. No member of a case serving a VIEW sanction can participate in FEP unless the minimum sanction period has elapsed.

- A. TANF PAYMENT DIVERTED TO EMPLOYER - When notified by the VIEW worker of the FEP placement, the eligibility worker must take action in ADAPT to enroll the individual as a FEP participant and divert monthly payments to the employer. The EW must send an Advance Notice of Proposed Action (032-03-0018-29) informing the recipient that the TANF payment will be suspended. Note: Suspension in the context of FEP participation means that no monthly payment will be issued to the FEP participant while in the placement. It does not mean that action to suspend the payment should be taken in ADAPT, as this would prevent issuance of the monthly stipend to the employer. The recipient is enrolled in FEP by completing the VIEW Full Employment Program (AEVFEP) and Case Information 2 (AECAS2) screens in ADAPT. The AEVFEP screen must be completed first. In order for the stipend to be issued to the employer, AECAS2 must be completed using a payee type of FP.

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VIEW GRANT CALCULATION

Example 1 - Earnings

Assistance unit of 2 in a Group II locality. Mom receives a TANF Match Payment of \$135 and earns \$450 gross monthly. The monthly Federal Poverty Level for an assistance unit of 2 is **\$1,100**.

Step (1) - Screening at Federal Poverty Level

\$ 450.00 Gross Monthly Earnings <
\$1,100.00 Monthly Federal Poverty Level for 2

Step (2) - Unearned Income

\$254.00 Standard of Assistance for 2
0 Unearned Income
\$254.00 TANF Deficit

The TANF Match Payment does not impact the TANF deficit.

Step (3) - Earned Income Disregards

\$450.00 Gross Monthly Earnings
-134.00 Standard Deduction
\$316.00 x 20% = 63.20
- 63.20
\$252.80 Net Earned Income

Step (5) - Add Net Earned Income and TANF Deficit

\$253.00 Net Earned Income
+254.00 TANF Deficit
\$507.00 < Federal Poverty Level

\$254.00 = VIEW Payment (TANF Grant)

Example 2 - Earned and Unearned Income

Assistance unit of 2 in a Group II locality. Mom earns \$300 gross monthly and the assistance unit also received \$120 unearned income monthly.

Step (1) - Screening at Federal Poverty Level

\$ 300.00 Gross Monthly Earnings <
\$1,100.00 Month Federal Poverty Level for 2

Step (2) - Unearned Income

\$254.00 Standard of Assistance for 2
-120.00 Unearned Income
\$134.00 TANF Deficit

Step (3) - Earned Income Disregards

\$300.00 Gross Monthly Earnings
-134.00 Standard Deduction
\$166.00 x 20% = 33.20
- 33.20
\$132.80 Net Earned Income

Step (4) - Add Net Earned Income and TANF Deficit

\$132.80 Net Earned Income
+134.00 TANF Deficit
\$266.80 < Federal Poverty Level

\$134.00 = VIEW Payment (TANF Grant)

Example 3 - Earnings Result in Ineligibility

Assistance unit of **4** in a Group III locality. Mom earns **\$1700** monthly gross income. The monthly Federal Poverty Level for an assistance unit of **4** is **\$1,667**.

Step (1) - Screening at Federal Poverty Level

\$1,700.00 Gross Monthly Earnings >
\$1,667.00 Monthly Federal Poverty Level for **4**

Ineligible.

Example 4 - Deficit must be reduced in order not to exceed the
Federal Poverty Level when added to net earned income

Assistance unit of **2** in a Group III locality. Mom earns **\$1098.00** gross monthly. The monthly Federal Poverty Level for an assistance unit of **2** is **\$1,100.00**.

Step (1) - Screening at Federal Poverty Level

\$1,098.00 Gross Monthly Earnings <
\$1,100.00 Monthly Federal Poverty Level for **2**

Step (2) - Unearned Income

\$323.00 Standard of Assistance for 2
- 0 Unearned Income
\$323.00 TANF Deficit

Step (3) - Earned Income Disregards

\$1098.00	Gross Monthly Earnings
<u>- 134.00</u>	Standard Deduction
\$ 964.00	x 20% = \$192.80
<u>- 192.80</u>	
\$ 771.20	Net Earned Income

Step (4) - Add Earned Income and TANF Deficit

\$ 771.20	Net Earned Income
<u>+ 323.00</u>	TANF Deficit
\$1094.20	< Federal Poverty Level

Reduce TANF Deficit:

\$1100.00	Federal Poverty Level
<u>-771.20</u>	Net Earned Income
\$ 328.80	VIEW Deficit

\$ 323.00 = VIEW Payment

Maximum SOA for 2 in Group II locality

Example 5 - Maximum Reimbursable

Assistance unit of 6 in a Group I locality. Mom earns \$450 gross monthly income. The monthly Federal Poverty Level for an assistance unit of 6 is **\$2,234.00**.

Step (1) - Screening at Federal Poverty Level

\$ 450.00 Gross Monthly Earnings <
\$2,234.00 Monthly Federal Poverty Level for 6

Step (2) - Unearned Income

\$470.00 Standard of Assistance for 6
- 0 Unearned Income
\$470.00 TANF Deficit

\$443.00 Maximum Reimbursable Amount

Step (3) - Earned Income Disregards

\$450.00 Gross Monthly Earnings
-186.00 Standard Work Deduction
\$264.00 x 20% = **52.80**
- 52.80
\$211.20 Net Earned Income

Step (4) - Add Net Earned Income and TANF Deficit

\$211.20 Net Earned Income
+443.00 Maximum Reimbursable TANF Deficit
\$654.20 < Federal Poverty Level

\$443.00 = VIEW Payment (TANF Grant)

Example 6 - Earned Income Case with Immunization
Penalty

Assistance unit of 2 in a Group III locality. Mom earns \$960 gross monthly income. One member of the AU receives \$60 SSA monthly. The monthly Federal Poverty Level for an assistance unit of 2 is **\$1,100**. There is a \$50 immunization penalty.

Step (1) - Screening at Federal Poverty Level

\$ 960.00 Gross Monthly Earnings <
\$1,100.00 Monthly Federal Poverty Level for 2

Step (2) - Unearned Income

\$323.00 Standard of Assistance for 2
- 60.00 Unearned Income
\$263.00 TANF Deficit

Step (3) - Earned Income Disregards

\$960.00 Gross Monthly Earnings
-134.00 Standard Deduction
\$826.00 x 20% =165.20

Step (4) - Deduct 20% from \$826.00

\$826.00
-165.20
\$660.80 Net Earned Income

Step (5) Add Net Earned Income and TANF Deficit

\$660.80 Net Earned Income
+263.00 TANF Deficit
\$923.80 < Federal Poverty Level

Reduce TANF Deficit:

\$1,100.00 Federal Poverty Level
- 923.80 Net Earned Income + TANF Deficit
\$ 176.20 VIEW Payment (TANF Grant)

Step (6) - Apply Immunization Penalty

\$176.20 VIEW Payment
- 50.00 Immunization Penalty
\$126.20 Net VIEW Deficit

\$126.20 = VIEW Payment (TANF Grant)

Example 6 - TANF-UP Household

Assistance unit of 4 in a Group II locality. Dad earns \$1500 gross income. One-hundred fifty percent of the monthly federal poverty level for an assistance unit of 4 is **\$2,500**.

Step (1) Screening at 150% of the Federal Poverty Level
\$1,500.00 Gross Monthly Earnings <
\$2,500.00 150% of the Federal Poverty Level

Step (2) Unearned Income
\$ 382.00 Standard of Assistance for 4
\$ 0.00 Unearned Income
\$ 382.00 TANF Deficit

Step (3) Earned Income Disregards
\$1500.00 Gross Monthly Earnings
- 139.00 Standard Deduction
\$1361.00 x 20% = **\$272.20**
-272.20
\$1088.80 Net Earned Income

Step (4) Add Net Earned and TANF Deficit
\$1088.80
+ 382.00
\$1470.80 < 150% of the Federal Poverty Level

\$ 382 = VIEW Payment (TANF Grant)

2006 FEDERAL POVERTY LEVEL

<u>Size of Family Unit</u>	<u>Monthly Poverty Guideline</u>
1.....	\$ 817.00
2.....	\$1,100.00
3.....	\$1,384.00
4.....	\$1,667.00
5.....	\$1,950.00
6.....	\$2,234.00
7.....	\$2,517.00
8.....	\$2,800.00

For each additional person add **\$284**

150% of the Federal Poverty Level
(for TANF-UP Families)

<u>Size of Family Unit</u>	<u>150% of the Federal Poverty Level</u>
1.....	\$1,225.00
2.....	\$1,650.00
3.....	\$2,075.00
4.....	\$2,500.00
5.....	\$2,925.00
6.....	\$3,350.00
7.....	\$3,775.00
8.....	\$4,200.00

For each additional person add **\$425**

This appendix provides the procedures for establishing, reinstating, reissuing, canceling, and closing the VTP.

1. Establish a VTP

When a TANF case with at least one VIEW participant is closing for any reason the eligibility worker (EW) must evaluate the case record and ADAPT for employment of at least 30 hours per week and hourly wages of at least the current federal minimum wage.

The EW should establish the VTP while closing the TANF case.

- a. On the TANF Authorization (AEAUTA) screen say 'Y' to Establish VIEW Transitional Payment.
- b. On the AENOA screen authorize and print the TANF closure NOA.
- c. The screen, 'Establish//Reinstate VIEW Transitional' (AEEVTP) will display.
- d. Complete all fields on AEEVTP.

```

FIPS: 770 ROANOKE - M05TR2
AEEVTP      ESTABLISH/REINSTATE VIEW TRANSITIONAL      08/17/2006
CASE: 0014159  CSLD: 1966      CASE STATUS: OPEN
CASE NAME: ROSE GARDEN                                     WRKR: 1803
-----
Pay Month: 092006
***** SUPERVISOR REVIEW REQUIRED FOR THIS CASE *****

Is the Case in a VIEW Sanction Period? ☐
VIEW participants working an average of 30 hours per week at minimum wage:
000038421  ROST  GARDEN ☐ (Y/N)

Was there an open VIEW Enrollment the month of the TANF closure? ☐
End of 24 month TANF / VIEW participation? ☐
Establish VIEW Transitional Payment (VTP)? ☐
VTP Period: 092006-082007      VTP Amount: $      -      = $
MMYYYY-MMYYYY

Reinstate VIEW Transitional Payment? ☐ Reinstatement Reason: ☐
Wrkr      Date      Auth By      Date
      08172006      08172006
-----
XMIT: ☐ ☐ ☐
```

- e. Transmit. A pop-up box will display if FS and/or Medicaid has a granted status. The pop-up box prompts you to add the VTP payment as appropriate to the FS and/or Medicaid case(s).
- f. Transmit again.
- g. The 'Authorize Case NOAS' screen will display. Authorize, print, and mail the NOA.
- h. Once the NOA has been authorized, ADAPT will change the status on the 'Case Profile' screen to 'GT' (Granted VTP).

2. Establish VTP on a closed TANF case

When a TANF case is closed automatically in ADAPT, the EW must evaluate the TANF case for VTP criteria. If there was at least one VIEW participant on the case at time of TANF case closure and all other VTP criteria existed at time of TANF closure establish the VTP payment.

- a. On the ADAPT Main Menu, select Option 3.
- b. On the Application Entry Menu, select Option 8.
- c. On the Wrap Up Menu, select Option 2.
- d. On the TANF Wrap Up Menu, select Option 27 (Establish/Reinstate VIEW Transitional).
- e. Follow steps d - h in number 1 above.

3. Cancel/Close VTP

The EW will cancel the VTP when the VTP was established in error or the client does not wish to receive a VTP and a payment has not yet been issued. The EW will close when appropriate and at least one payment has been issued.

- a. From the ADAPT Main Menu, select Option 4.
- b. From the Case Utilities Menu, select Option 13.
- c. The screen 'Cancel/Close VIEW Transitional Payment' (AEVTPC) will display.
- d. Complete the screen for either 'cancel' or 'close'.
 - i. Enter cancel reason (Use field help F8) OR
 - ii. Enter closure reason (Use field help F8).
 - iii. Enter the closure effective date.

4. Reinstate VTP closed in error

- a. On the ADAPT Main Menu, select Option 3.
- b. On the Application Entry Menu, select Option 8.
- c. On the Wrap Up Menu, select 2.
- d. On the TANF Wrap Up Menu, select 27, 'u', and case number.
- e. Complete AEEVTP as in number 1, this time keying an entry in the fields; 'Reinstate VIEW Transitional Payment' and 'Reinstatement Reason'.

5. Transfer VTP Case (client moves to another locality in VA)

- a. On the ADAPT Main Menu, select Option 4.
- b. On the Case Utilities Menu, select Option 6, enter 'U' for access, and enter the case number.
- c. On the 'Locality to Locality Transfer' screen enter the new FIPS.
- d. The EW must go back and run ED/BC, changing the FIPS on AEEDBC.
- e. Authorize, print, and mail the Transfer NOA.

6. Issue/Reissue VTP Check

The EW may issue the VTP for months that could not be issued through ADAPT, such as when the TANF case is automatically closed due to Net Support or Interim Reporting. The EW may reissue a VTP if the check was lost or stolen.

- a. From the ADAPT Main Menu, select Option 8.
- b. On the Check Handling Menu, select 1 (insure VTP has or has not been issued)
- c. From the ADAPT Main Menu, select Option 9.
- d. From the TANF Benefit Adjustment Menu, select Option 23, 'Issue/Reissue VIEW Transitional Payment', enter access code, case number, and begin month.
- e. On BATASC enter 'Need Description' 69.
- f. In the field, 'Local Amount' enter the VTP payment amount.

7. Client reapplies for TANF

When an individual receiving a VTP comes into a local agency to reapply for TANF, the VTP must be closed before keying the reapplication in ADAPT.

- a. Follow the steps in number 3.
- b. ADAPT will display the error message, 'Cannot Attach Application to Case. Active VIEW Transitional Payment Case.'
- c. Close VTP then enter the reapplication.

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DEFINITIONS

The following words and terms, when used in this policy, shall have the following meaning:

Adult Basic Education (ABE) - remedial or other instructional activities aimed at enhancing basic educational performance levels including reading, writing and mathematics.

Agreement of Personal Responsibility (APR) - the written individualized agreement of personal responsibility outlining the responsibilities of the VIEW participant as required by the Code of Virginia 63.2 - 608 and this policy.

Applicant - a person who has applied for TANF or TANF-UP benefits and for whom the disposition of the application has not yet been made.

Basic Literacy Level - a literacy level equivalent to grade 8.9 or greater.

Case Management - the process of assessing, monitoring, coordinating, delivering and/or brokering activities and services necessary for VIEW participants to enter employment or employment-related activities.

Case Management Services - services which include, but are not limited to, assessment, placement in program activities, arrangement of supportive services, and monitoring.

Case Manager - the worker designated by the local department of social services to provide case management services. The case manager can be a local agency employee, or the employee of another public agency, private sector contractor, or private community-based organization including non-profit entities, churches, or voluntary organization that provides case management services.

Child Care Program - a regularly operating service arrangement for children in which during the absence of a parent or guardian, a person or organization has agreed to assume responsibility for the supervision, protection, and well-being of a child under the age of 13 (or for a child up to 18 years of age if the child is physically or mentally incapable of caring for herself or is subject to court supervision) for less than 24 hour period.

Child Care Services - the arrangement and/or purchase of child care in order to assist eligible families to obtain or maintain employment, education or training.

Community Work Experience Program (CWEP) – unpaid work in a public or private non-profit organization designed to improve the employability of the participant.

Component - one of several activities in which a person may participate while in the VIEW Program.

Core Work Activity – an activity in which a client must participate for a minimum of 20 hours weekly prior to any additional assignments so that the participant's total hours of participation can be counted in the federal participation rate calculation. The core work activities are unsubsidized employment, the full employment program (FEP), on-the-job training (OJT), community work experience program (CWEP), public service program (PSP), vocational education and training, and job search/job readiness. Both vocational education and training and job readiness/job search are time limited and do not count toward the 20 hour core activity requirement once those time limits are reached.

Department - the Virginia Department of Social Services.

Disability - a physical, developmental, cognitive or mental health condition or learning disability that limits the ability of the individual to perform life activities. "Life activities" include, but are not limited to: walking, talking, sitting, standing, lifting, seeing, hearing, speaking, learning, understanding, sleeping, eating, taking care of oneself, functioning independently, concentrating, and working. Chronic health problems such as asthma, diabetes, and hypertension may also be considered disabilities if these conditions limit the individual's ability to function. For the purposes of the VIEW program, a disability must limit the participant's ability to participate in program activities or to work. All disabilities and their impact on program participation and work must be verified by a qualified professional.

A child has a disability if he or she has a physical, developmental, cognitive or mental health condition or learning disability that limits the ability to perform any of the activities listed above, or other activities, as compared with other children of the same chronological age.

Displacement – as applied to employment and employment programs, an illegal practice in which an employer fills a vacancy that exists because another individual is on layoff from the same or equivalent job; or when an employer fills a vacancy created by an involuntary reduction in the work force or by the termination of another employee for the purpose of filling a vacancy with a VIEW participant. No VIEW placement, including placements into the Full Employment Program (FEP), Community Work Experience Program (CWEP) or Public Service Program (PSP), may displace other workers.

Earned Income Disregards - a certain amount of earned income which is not counted when determining the amount of the TANF benefit.

Earned Income Tax Credit – a credit against the federal income tax of employed, low income workers. The earned income tax credit may be received as an addition to the paycheck of an eligible individual or as a refund from federal taxes due.

English as a Second Language (ESL)/ English for Speakers of Other Languages (ESOL) – programs of English language instruction for individual who are not native English speakers.

ESW - Employment Services Worker The local agency worker responsible for managing the client's VIEW case. In agencies in which one worker is responsible for both VIEW and TANF eligibility, the position may be referred to as a self-sufficiency worker rather than as an ESW.

EW - Eligibility Worker. The local agency worker responsible for managing the client's TANF case.

Exempt – status of a TANF or TANF-UP applicant or recipient who meets one of the Virginia Initiative for Employment not Welfare (VIEW) program exemption criteria and, therefore, is not required to participate in VIEW in order to be eligible for public assistance.

Food Stamp Employment and Training Program (FSET) - The employment and training program for food stamp recipients.

Full Employment Program (FEP) - subsidized, training-oriented employment, that replaces TANF benefits with wages paid by an employer. This employment is designed to train the recipient for a specific job, increase her self-sufficiency and improve her competitiveness in the labor market.

Full-time Unsubsidized Employment - employment which is at least 30 hours per week (or least 35 hours per week for a TANF-UP participant) and for which no government funds are used to subsidize the individual's salary.

GED – General Educational Development is a test made up of five sections – language arts, writing, social studies, science, reading and mathematics that certifies that the individual successfully completing it has academic skills equivalent to a high school graduate.

Good Cause – a mitigating circumstance determined by the VIEW worker to satisfactorily explain a participant's failure to comply with program requirements with the result that a sanction will not be imposed.

Grant - the monthly TANF benefit payment.

Hardship Exception – an extension of the 2-year limit on TANF benefits allowed under certain very limited circumstances for specific prescribed reasons.

Household member - any child or adult residing with the applicant/recipient. The individual need not be a member of the applicant/recipient's assistance unit to qualify as a household member.

Job Finding – the identification of available and appropriate jobs.

Job Follow-Up – contact with the client, no less than monthly, during which the ESW provides case management services to assist with job retention and upgrading once the program participant has become employed.

Job Placement - placing a participant in a unsubsidized or subsidized job. Job placement is the result of job finding and job matching.

Job Readiness – instruction in skills needed to seek or obtain employment. Job readiness may include instruction in workplace expectations, help in developing resumes and interviewing skills, and life skills training. Job readiness may also include preparation for employment through participation in short term substance abuse or mental health treatment, or in rehabilitation activities for those who are otherwise employable. Such treatment must be determined necessary by a qualified medical professional.

Job Search - a structured, time -limited period during which the participant is required to search for employment. In order to complete the job search, the participant is required to apply for a specified number of jobs and document the job search contacts, or find and accept employment.

Job Skills Training - general training that prepares an individual for employment (examples may include keyboarding or computer literacy classes) or job specific training required by an employer in order to obtain, keep, or advance in a specific job or occupation, or training needed to adapt to the changing demands of the workplace.

Legally Operating Child Care Providers - includes all providers regulated by the Department of Social Services, Division of Licensing, city approved providers, county approved providers, local agency approved providers, and providers who are legally exempt from regulation based upon the number and ages of children in care or because the provider is a relative caring only for relatives.

Limited English Proficiency – the limited ability of a person whose native language is one other than English, or who lives in a family or community environment where a language other than English is the dominant language, to speak or understand the English language.

Local Agency or Local Department - any one of the local social services or welfare agencies throughout the Commonwealth that administers the TANF and VIEW programs.

Local VIEW Annual Plan - a yearly plan submitted to the department by each local agency which describes the locality's VIEW plan.

Making Good Progress / Satisfactory Progress - A consistent standard of progress based on written policy as developed by the educational institution or training agency and measured periodically at intervals of less than one year such as a term or quarter for VIEW clients in educational or training placements.

Non-Core Work Activity - one of the activities to which a participant can be assigned and which can be included in the federal participation rate calculation once a minimum 20 hour assignment to a core activity has been made if the total hours equal the federal requirement. The non-core work activities are education below the post secondary level and job skills training.

On-the-Job Training (OJT) – paid training which is provided by an employer in order to help an employee become proficient in a job, and for which the employer is typically reimbursed for a portion of the employee's wages.

Other Activities – an activity to which a participant may be assigned to increase her employability but which does not meet the definition of a Work Activity or count in the federal participation rate calculation. Other locally developed and post-secondary education are considered Other Activities.

Other Locally Developed – an activity developed or used by a local agency to increase a client's employability, but which does not meet the definition of a work activity, or the definition of post secondary education, and which will not be included in the federal participation rate calculation.

Participant - a TANF or TANF-UP recipient who has signed the Agreement of Personal Responsibility and is participating in the VIEW program.

Part-Time Unsubsidized Employment - employment of at least 10 hours but less than 30 hours per week and for which no government funds are used to subsidize the individual's salary.

Pending - a non-active program component to which a participant who cannot move immediately into an active component is assigned.

Post-Secondary Education - a program of instruction beyond the high school level offered by an institution of higher education as determined by the Secretary of Education in accordance with the Higher Education Act of 1965.

Public Service Program (PSP) — unpaid work in a public or private non-profit organization designed to improve the employability of the participant while providing a clearly defined public service. Public Service Program placements must be limited to projects that serve a useful community purpose in

fields such as health, social service, environmental protection, education, urban and rural development, welfare, recreation, public facilities, public safety, and child care.

Queue – the list of TANF recipients who are referred by the eligibility worker for mandatory participation in the VIEW program.

Sanction – a suspension of a VIEW participant's TANF grant for non-compliance with program requirements; to suspend a participant's TANF grant for noncompliance.

Satisfactory Participation – participation in a program activity equal to the hours assigned to the activity for a stated time period. For job search assignments, satisfactory participation equals the completion of all required job search contacts, or employment.

Self-Initiated Participant - a participant who has enrolled in post-secondary education or in training activities prior to enrollment into the VIEW program.

Standard Operating Procedures (SOP) – a guide developed by the local agency that specifies the procedures to be followed in administering the VIEW program. The SOP is part of the local VIEW Annual Plan.

Supportive Services - services such as child care and transportation provided to program participants to enable the participant to participate in program activities, to work, or to receive training or education leading to employment.

TANF-UP – a 2-parent TANF household in which the parents have at least one child in common and in which neither parent is disabled.

Termination – closure of the TANF case for failure of a mandatory VIEW recipient to sign the Agreement of Personal Responsibility.

Temporary Assistance for Needy Families (TANF) - the cash assistance program for families with children in Virginia, based on the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) as amended by the Deficit Reduction Action of 2005.

Time Limitations – limitations on the period of time a family is eligible for TANF assistance based on federal and state statutes

Transitional Supportive Services – supportive services including child care, transportation, employment and training, and the VIEW Transitional Payment which may be provided to a VIEW participant whose TANF case has been closed.

Unsubsidized Employment - employment in which the participant is paid at least minimum wage and for which no government funds are used to subsidize the wages earned by a participant.

VIEW Transitional Payment (VTP) – an incentive payment designed to encourage job retention. It is available to VIEW participants who are working at least 30 hours a week and earning at least minimum wage at the time TANF closes.

Virginia Independence Program (VIP) – the welfare reform initiative enacted by the Virginia General Assembly and implemented in 1995.

Virginia Initiative for Employment Not Welfare (VIEW) – the Commonwealth’s employment services program for TANF recipients. It was implemented in 1995 as part of the Virginia Independence Program (VIP) to assist participants in attaining self-sufficiency.

Vocational Education and Training – training or education designed to prepare the participant for a specific trade, occupation, or vocation requiring training other than ABE, GED, ESL, or baccalaureate or advanced degree.

Work Activity – one of the VIEW program components which can be counted toward the federal participation rate calculation. Work activities include the following core work activities: unsubsidized employment, the Full Employment Program (FEP), on-the-job training (OJT), the community work experience program (CWEP), the public service program (PSP), vocational education and training, job search, and job readiness. Additionally, work activities include two non-core work activities: education below post-secondary and job skills training.

1000.1 The Virginia Initiative for Employment not Welfare (VIEW)

The Virginia Initiative for Employment not Welfare (VIEW) is a program providing employment, education, and training opportunities to recipients of Temporary Assistance to Needy Families (TANF). VIEW is based on the conviction that all citizens deserve the opportunity to progress to self-sufficiency.

VIEW offers Virginians living in poverty the opportunity to:

1. Obtain work experience and work skills necessary for self-sufficiency
2. Contribute to the self-sufficiency of their families
3. Achieve economic independence

In addition to the program and client goals listed above, the Virginia Department of Social Services and local agencies must meet federal requirements regarding types and intensity of client participation in VIEW in order to maintain federal block grant funding.

The VIEW Program offers a number of education, training, and work components designed to meet the individual needs of the TANF recipients required to participate in VIEW and federal requirements. These components, referred to generically as work activities, are divided into core and non-core work activities.

Unless full-time employed, including employment in On the Job Training (OJT) positions, each client referred to VIEW must be assigned to a minimum of 35 hours per week (40 hours per week for TANF-UP) in work activities to ensure that the client's actual hours of participation can be counted in Virginia's participation rate calculation. The minimum of 40 hours is reduced to 30 hours for each individual when both parents in a TANF-UP household are referred to VIEW. In all situations, the first 20 of these hours must be in a core work activity or combination of core work activities. Additional hours needed to meet the participation requirement can be made up of additional hours from the same core work activity or activities, a different core work activity, or a non-core activity.

A. Core Work Activities

The core work activities, and any limitations on their use for federal participation rate calculations, are described below.

- **Job Search/ Job Readiness.** The initial assignment for most VIEW clients will be to job search. Clients may also be assigned to job readiness before, during, or after a job search assignment.

Job search includes applying for and interviewing for jobs through participation in group job search or job club, or through individual job search.

Job readiness includes many of the activities that are part of structured job search programs such as group job search or job club – instruction in work place expectations, help in developing resumes and interviewing skills, and life skills training. Additionally, federal regulations allow job readiness to include substance abuse treatment, mental health treatment, and rehabilitation services necessary to help a participant become job ready.

Limitations: For purposes of the federal work participation rate calculation, an assignment to job search and/or job readiness (including job readiness for the purpose of substance abuse, mental health, or rehabilitation services), cannot count for more than 4 consecutive weeks.

Additional consecutive weeks cannot be counted in the calculation of the federal participation rate. The total weeks of job search and/or job readiness assignments cannot exceed 6 weeks in a fiscal year. Additional weeks of job search and/or job readiness in a fiscal year can be assigned and entered into ESPAS, but will not be counted in the calculation of the federal participation rate.

- **Unsubsidized Employment, including Self-Employment.** Unsubsidized employment is employment in which no government funds are used to directly subsidize the individual's salary and in which the individual earns at least the federal minimum wage. Minimum wage means an hourly rate directly equaling the federal minimum wage or an hourly rate of at least \$2.13 which, when supplemented by tips, equals at least the minimum wage.
- **Subsidized Employment.** Subsidized employment is employment in which government funds are used to directly subsidize the participant's wages. Subsidized employment is designed to provide training while the participant works on the job. The VIEW Program provides one subsidized employment component – the Full Employment Program (FEP). FEP is subsidized employment in which the employer receives a fixed monthly stipend and the client receives wages instead of a TANF check.
- **Community Work Experience Program (CWEP).** CWEP is an unpaid work placement in a public or private non-profit organization. An assignment to CWEP is appropriate for participants who need to learn or improve skills or work behaviors, or to secure a job reference, in order to find paid employment. The number of hours of a CWEP assignment is based on the TANF grant amount and Food Stamp allotment.
- **Public Service Program (PSP).** Public Service Program placements are similar to work experience in that the client will be engaged in unpaid work in a public or private non-profit organization with the goal of improving employability. PSP placements must additionally provide a clearly defined public service. Examples of public service activities include court-ordered, unpaid work, as well as participation in other programs or placements that benefit the community. TANF and Food Stamp benefits are not considered in the calculation of public service hours. Public service assignments will in no case exceed 35 hours per week, with the exception of court-ordered assignments of greater length.
- **On-the-Job Training (OJT).** On-the-job training is training provided by an employer to a paid employee to help the employee become proficient on the job. A portion of the employee's wages are typically reimbursed to the employer. OJT includes paid on-the-job training offered through WIA, paid college work study programs and internships, and apprenticeship programs.
- **Vocational Education and Training.** Vocational education and training is training or education designed to prepare the participant for a specific trade, occupation, or vocation. It does not include baccalaureate or advanced degree education. It does not include ABE, GED, or ESL. Examples of activities that can be classified as vocational education and training are technology, business, and health sciences programs leading to certificates or associate degrees in such areas as HVAC repair (heating and air conditioning), information technology, medical equipment repair, accounting administration, medical assisting, and practical nursing. Programs meeting the definition of vocational education and training are offered by a wide range of institutions including vocational-technical schools, community colleges, post-secondary institutions, proprietary schools, and secondary schools offering vocational education.

Limitations: Vocational education and training included in the calculation of the federal participation rate is restricted to a lifetime limit of 12 months for each individual. The months do not have to be consecutive.

B. Non-Core Work Activities

The non-core work activities are described below. Hours assigned to non-core work activities can be used in the calculation of the participation rate only after the minimum 20 hour assignment to a core activity or activities has been met.

- **Job Skills Training.** Job skills training shares a vocational emphasis with vocational education and training. It includes both general training that prepares an individual for employment such as a keyboarding or computer literacy class, and job specific training required by an employer to get, keep, or advance in a specific job or occupation, or to adapt to the changing demands of the workplace. It may include language instruction for participants who have a high school diploma or GED. Unpaid practicums or internships offered by college or training programs are also considered job skills training.
- **Education Below Post-Secondary.** Education below post-secondary is an allowable program activity for participants who have not received a high school diploma or General Education Development (GED) certificate and whose employability would be enhanced by additional education. It includes ABE, GED and ESL programs as well as secondary school and may be offered in non-traditional as well as traditional settings.

C. Other Activities

In some circumstances, an agency may wish to assign a participant to an activity which will not count in the calculation of the participation rate but which will contribute to the client's employability.

- **Post-Secondary Education.** Post-secondary education is formal instruction at a college or other institution authorized to grant associate or baccalaureate degrees. Associate degree programs not related to a specific trade, occupation, or vocation should be identified as post-secondary education rather than vocational education and training. All baccalaureate level programs must be identified as post-secondary education. Post-secondary education programs are not included in the participation rate calculation.
- **Other Locally Developed.** Any activity developed or used by a local agency to increase a client's employability, but which does not meet the definitions of a core or non-core activity, or of post-secondary education, must be reported as other locally developed. It will not be included in the participation rate calculation.

1000.2 – PARTICIPATION REQUIREMENTS**A. VIEW Program Requirements**

The participation requirements that govern the VIEW program are:

- 40 hours per week for TANF-UP families when one parent is participating
- 60 hours per week for TANF-UP families when both parents are participating
- 35 hours per week for TANF-UP families when one parent is participating and employed full time
- 30 hours per week for TANF families in which the participant is employed for 30 hours per week
- 35 hours per week for all other families.

The participation requirements are designed to meet the needs of participants, assist participants in achieving self-sufficiency and to meet the federal work participation rate. In some respects, the VIEW requirements are different from the federal requirements regarding work participation rate calculations.

B. Federal Participation Rate Requirements

A *participation rate* is a ratio. The federal work participation rate represents who is participating in work activities out of all those expected to participate. To count toward the numerator of the monthly participation rate, a TANF recipient must be in an allowable activity for at least a minimum average number of hours per week:

- 20 hours per week for single parents with children under 6,
- 35 hours per week for two-parent families (55 hours if child care is provided),
- 30 hours per week for all other families.

Each State must meet two separate work participation rates:

- the two-parent rate--based on how well it succeeds in helping adults in TANF-UP families participate in work activities, and
- the overall rate--based on how well it succeeds in placing adults in both TANF and TANF-UP families in work activities. Each State must achieve an overall participation rate of 50% and a two-parent rate of 90%.

If the state fails to meet either minimum work participation rate for a fiscal year, it is subject to a severe financial penalty. The state loses 5% of the TANF block grant (\$7.9 million) for failing to meet the rate. In addition, the state must increase state spending to make up the loss of federal funds and such spending does not count toward the state's spending requirement. Additionally, the state's spending requirement increases by \$8.5 million. Local funding for VIEW will be impacted if the state is penalized.

C. Computation of the Overall Federal Work Participation Rate

The overall participation rate for a fiscal year is the average of the state's overall participation rates for each month in the fiscal year. The monthly participation rate is computed as follows:

- (1) The number of families receiving TANF assistance that include an individual who is engaged in a work activity for the appropriate number of hours for the month (i.e., the numerator), divided by,
- (2) all families receiving TANF assistance or the VIEW Transitional Payment minus:
 - a) cases with a child under age one; and
 - b) cases which do not include an adult receiving assistance unless such a person is a parent (payee cases);
 - c) cases in which the only adult(s) receive SSI;
 - d) cases in which the only adult(s) is ineligible to receive assistance due to her immigration status;
 - e) cases in which a parent is providing care for a disabled family member living in the home who does not attend school on a full-time basis, provided that the need for such care is supported by medical documentation.

Cases subject to a VIEW sanction are not included because they are not receiving assistance.

Example:

Numerator:	10,000	cases engaged in work activities with sufficient hours
Denominator:	35,000	total cases receiving assistance
	- 9,000	9,000 payee cases
	- 2,000	2,000 SSI cases
	- 2,500	2,500 cases with a child under age one
	- 1,000	1,000 cases with ineligible aliens
	- 500	500 cases with a parent caring for a disabled household member
Adjusted Denominator:	20,000	

Federal Work Participation Rate $10,000 / 20,000 = 50\%$

D. Computation of the Federal Two-Parent Work Participation Rate

The two-parent participation rate for a fiscal year is the average of the state's two-parent participation rates for each month in the fiscal year. The two-parent work participation rate is computed as follows:

- (1) The number of two-parent families receiving TANF assistance that include an adult or minor child head-of-household divided by,
- (2) The number of two-parent families receiving TANF assistance during the month.

If a family includes a disabled parent, the family is not considered to be a two-parent family.

E. Countable Work Activities for the Federal Work Participation Rate

- (1) The countable work activities are:
 - Unsubsidized employment;
 - Subsidized private-sector employment (FEP);
 - Community work experience (CWEP);
 - On-the-job training (OJT);
 - Job search and job readiness;
 - Public Service Program;

- Vocational education and training;
 - Job skills training;
 - Education below post-secondary – high school, ABE, GED.
- (2) An individual counts as engaged in work for a month for the overall rate if:
- she participates in work activities during the month for an average of at least 30 hours per week; and
 - At least 20 of the above hours per week come from participation in the core activities:
 - unsubsidized employment
 - subsidized employment (FEP)
 - CWEP
 - on-the-job training
 - job search and job readiness assistance
 - PSP
 - vocational education and training
- (3) Above 20 hours per week, additional core activities or the following non-core work activities may count as participation:
- job skills training
 - below post-secondary education
- (4) Post-secondary education and locally developed components do not count toward the work participation rate.
- (5) An individual counts as engaged in work for the month for the two-parent rate if:
- an individual and the other parent in the family are participating in work activities for an average of at least 35 hours per week during the month, and
 - At least 30 of the 35 hours per week come from participation in core activities.
 - Above 30 hours per week, non-core activities may also count.

If the family receives federally funded child care assistance, then the participants must be engaged in work activities for an average of at least 55 combined hours per week to count as a two-parent family engaged in work for the month. At least 50 of the 55 hours per week must come from participation in core work activities. Above 50 hours per week, non-core activities may also count as participation.

Example 1: Ms. A participates in job search for 36 hours in week 1, 33 hours in week 2, 24 hours in week 3, and 39 hours in week 4. She counts toward the participation rate for the month because she participated in core activities averaging at least 30 hours per week.

The next month, Ms. A continues job search. In week 1, she is in job search for 33 hours. She is in job search in week 2 for 36 hours. She then gets a job and works for 30 hours each in weeks 3 and 4. Because the job search was more than 4 consecutive weeks, the first two weeks of this month are not countable activities and she does not count toward the work participation rate.

In month 3, Ms. A works 35 hours per week throughout the month. She counts toward the work participation rate.

Example 2: Ms. B starts receiving assistance on January 15 and is referred to VIEW. For January, she is included in the denominator, but does not count toward the work participation rate because she is not engaged in any activities.

On February 13, Ms. B is assessed and assigned to job search. She participates in job search for 36 hours per week for the remainder of February. Her two weeks of job search in February are not enough to make her countable toward the work participation rate in February.

She continues her job search through March 14. Her job search ends and she is assigned to community work experience starting on April 1. Due to the gap in participation between 3/14 and 4/1, she does not count toward the work participation rate in March because she did not average 30 hours per week.

Example 3: Ms. C participates in unsubsidized employment of 20 hours per week and 15 hours per week in vocational education and training for the entire month. She counts toward the work participation rate because she had participation for at least 30 hours per week.

Example 4: Ms. D participates in CWEP for 18 hours per week and GED for 17 hours per week. Though she participated in activities averaging at least 30 hours per week, she did not have at least 20 hours per week in a core work activity. She does not count toward the work participation rate.

F. Limitations/Special Provisions

- Vocational education and training may only count for a total of 12 months for any individual. This is a lifetime limit.
- In counting individuals for each participation rate, not more than 30 percent of individuals engaged in work in a month may be included in the numerator because they are:
 - Participating in vocational educational training; or
 - Individuals deemed to be engaged in work by participating in educational activities.
- Hours spent in post-secondary education do not count toward the work participation rate.
- An individual's participation in job search and job readiness assistance counts for a maximum of six weeks in any federal fiscal year (October through September). At any time, only four weeks of job readiness/job search may be consecutive.

G. Data Reporting

Data from ADAPT and ESPAS is sent to the federal government on a quarterly basis. It is very important that all information in ADAPT and ESPAS is accurate and entered in a timely manner. Actual hours of participation are to be entered into ESPAS. States are required to provide data on a quarterly basis. This data is used to compute federal work participation rates as well as to determine Virginia's compliance with other federal requirements. To meet the federal deadline for reporting,

data will be extracted from the system on the first day of the second month following the end of a calendar quarter.

To make sure that the locality and state get credit for all of the cases that are engaged in work activities and to avoid the possibility of a sanction, it is imperative that work participation data is accurately entered into ESPAS by the 15th of the following month. Virginia will not receive credit for the cases that do not have current work participation rate data entered into ESPAS.

Actual hours of participation must be entered in the system and must be supported by documentation in the case file. With the exception of unsubsidized employment and OJT, the hours entered into the system on a monthly basis must be verified each month. Self-reporting by a participant is not sufficient documentation.

For unsubsidized employment and OJT, the ESW may enter projected actual hours of participation for up to six months based on current, documented actual hours of work. Verification of employment may be obtained from the EW, but a copy of the verification must be retained in the VIEW record. After six months, or at any point the ESW becomes aware that the hours of employment have changed, the actual hours of participation in unsubsidized employment or OJT must be verified. After the changed employment hours are verified, projected hours of participation should again be entered for up to six months.

1000.3 - VIEW Annual Plan

It is the responsibility of each local agency to submit a VIEW Annual plan to the TANF/VIEW Field Consultant each year for approval. The plan will be developed in accordance with guidelines issued by VDSS and will ensure that the agency is able to meet federal participation rate requirements.

- A. The plan will describe the agency's VIEW Program and must include the following:**
 - 1. A description of the VIEW population in the locality**
 - 2. The employment needs of the population**
 - 3. A description of the local labor market and local labor market trends**
 - 4. A description of every component activity offered by the agency**
 - 5. Projections of the numbers of clients to be served and anticipated outcomes including the numbers employed and the average wage at job entry.**
 - 6. A copy of the agency's Standard Operating Procedures (SOPs). The Standard Operating Procedures Guide is contained in Appendix C of Chapter 1000.**
 - 7. A budget describing planned expenditures.**
- B. Changes to the VIEW Annual Plan and/or to the agency's Standard Operating Procedures are to be made under the following circumstances:**
 - 1. When a program component is modified.**
 - 2. When there is a change in the numbers of participants to be served, or in planned expenditures, of 15% or more.**
 - 3. When there is a change in planned program outcomes including changes in the planned entered employment rate, retention rate, or average wage.**

Plan changes are to be submitted to the TANF/VIEW Field Consultant in advance.

Approval of local agency requests for additional funding must be submitted through the BRS system. Approvals and denials will be made based on funding availability and performance.

1000.4 - VIEW Program Flow

The VIEW Program is designed to promote the self-sufficiency of program participants through intensive and continuous engagement in program activities until the client finds employment. This may result in periods during which a client may be assigned to an activity that promotes self-sufficiency but which does not contribute to the agency's overall participation rate. It is expected that each local agency will meet the work participation rate of 50% for the locality.

- A. The ESW will complete an initial assessment of the participant within 10 days if possible, but in all cases within 30 days of the referral from the EW. The 30 days begins with, and counts, the date the client was assigned to the queue.

The assessment will include an explanation of VIEW program opportunities and requirements. Additionally, it may include an explanation of the availability of screening for learning disabilities, mental health problems, and alcohol and substance abuse, and of reasonable accommodations if needed. The participant must be told about the availability of disability screening within 90 days of signing the APR if it is not explained at the initial assessment.

- B. The ESW will review and explain the Agreement of Personal Responsibility (032-02-0310-03) individually with the participant at the time of the initial assessment, and then both the ESW and the client will sign the document.

- C. The ESW will assign the participant to one of the following program activities.

1. Individual Job Search
2. Group Job Search
3. Job Club

The client may also be assigned to Job Readiness, a separate component activity, as part of the overall initial job search assignment. Job Readiness may be offered before, during, or after an assignment to one of the three job search components.

The length of the initial job search assignment will depend on the type of job search and the point in the month at which the assignment is made.

Clients who are assigned to individual job search should have the assignment begin immediately, as long as any needed supportive services are in place, and continue through the end of the month. If the client does not find employment, she should be reassigned to 4 weeks (28) days of job search beginning with the next month.

Agencies who operate 4-week group job search or job search programs may wish to begin the programs at the start of the month and assign the client to individual job search until that time. Agencies who operate their 4 week group job search programs on a Monday-Friday basis may need to begin the activity at the end of one month, continue through the next month, and add an individual job search assignment at the end in order to have the client fully engaged for 4 weeks (28 days) in the month. Agencies who are able to offer longer group job search or job club programs can assign the client immediately once the initial assessment is completed, and then reassign the client to 4 weeks of the activity beginning with the next month.

The initial job search assignments, and all subsequent assignments, will be recorded on the VIEW Activity and Service Plan (032-02-0302-04-eng) and entered into ESPAS immediately, or in no case no later than 3 working days.

Exception: The ESW may waive the job search/job readiness assignment for a client who is working full time and earning at least minimum wage. The ESW may also waive the job search/job readiness assignment for a client who has previously been referred to VIEW during her current 2-year period of TANF eligibility and place the client in another component activity designed to lead to employment. Under some circumstances, the ESW may also waive the up front job search for individuals who are participating in self-initiated education or training activities. See 1000.13.A.3.

- D. If the participant obtains full-time employment (30 hours a week or more at minimum wage or greater), she will not be required to participate in other VIEW activities. (If the participant is a member of a TANF-UP household, full-time employment is defined as 35 hours a week at minimum wage or greater). While the client is not required to participate in other program activities, she is required to respond to any correspondence from the ESW and to keep all appointments, including reassessment appointments.
- E. If the participant obtains employment that is not full-time or employment at minimum wage or greater at less than minimum wage, she will be required to fully participate in VIEW program activities designed to help her find full time employment. She will be assigned to activities, that combined with employment hours, total at least 35 hours a week (40 hours for TANF-UP clients).
- F. If the participant has not obtained unsubsidized full or part-time employment at minimum wage or greater at the completion of the job search component, she will be reassessed and placed immediately into another program activity.

It is anticipated that the client's specific program assignment will be to an activity/activities that most directly leads to employment and which allows the client's participation to be included in the federal participation rate calculation.

- G. At the end of each component assignment, the client will be reassessed and assigned to another work activity. The focus of the reassessment will be on the client's progress in the activity, and an evaluation of the client's needs for additional program activities and services in order to secure unsubsidized employment.

The reassessment will include an exploration of any barriers, including a verified disability, limited English proficiency, lack of reasonable accommodations or support services, or other barriers, that may make it difficult for the client to search for or obtain employment.

The ESW will offer the client screening for learning disabilities, mental health problems, and alcohol and substance abuse if a disability determination has not been made and if it seems likely that a disability may be affecting the client's progress in the program. All VIEW participants must be offered the screenings within 90 days of signing the APR. If the screening indicates that the client may have a disability, the ESW will refer the client to a qualified professional for an in-depth disability evaluation.

The client's Activity and Service Plan will be revised and updated to reflect all needed services and any accommodations relating to disabilities or other barriers to participation.

- H. Unless the client is employed full time and earning at least minimum wage sixty days prior to the end of her two-year limit on assistance, the ESW will reassess the client and assign her to Individual Job Search, Group Job Search, or Job Club and to either FEP, CWEP, PSP, or OJT. If the participant is currently working at least 30 hours at minimum wage or greater 60 days prior to the end of the two-year limit, her assignment will be to job search only.**
- I. A participant can apply for a hardship exception during the 60-day period prior to the end of the two-year time period. Clients who are granted a hardship exception will have the period of TANF eligibility extended.**

1000.5 - LIMITATION ON THE RECEIPT OF TANF BENEFITS**A. The Two-Year VIEW Time Limit**

TANF recipients who are required to participate in VIEW are subject to a two-year limit on receipt of TANF benefits. Once 24 months of benefits have been received, the client is ineligible to receive TANF benefits again until 24 months from the date of the TANF case closure or from the last month of receipt of transitional transportation benefits, whichever is later. The months of TANF assistance that count toward the two-year time limit are recorded by the EW on the 24 month VIEW clock. Only months of TANF received by VIEW participants in Virginia are counted on the 24 month clock. Months of participation in the TANF employment programs of other states are not counted on the 24 month clock.

- 1) The two-year time limitation for receipt of TANF benefits begins the first of the month after the date the Agreement of Personal Responsibility is signed. The VIEW status of the TANF recipient on the first of each month determines if the month will count toward the two year period.
- 2) The months in which the participant meets any of the following conditions on the first of the month will not count toward the two-year time period:
 - a) she is exempt from VIEW;
 - b) she does not have an open VIEW supplement, for reasons other than sanction; or
 - c) she is assigned to inactive.
- 3) The months in which the participant meets any of the following conditions on the first of the month will count toward the two year time period:
 - a) she is assigned to pending;
 - b) she is sanctioned;
 - c) her TANF benefits are continuing due to an appeal.

B. The Five-Year Federal Life Time Limit

All months of a client's VIEW participation that count on the 24-month VIEW clock also count on the federal 60 month clock. Additionally, all months of TANF assistance that a client received in another state are counted on the 60-month clock. It is the responsibility of the ESW in coordination with the EW to see that the 60-month clock accurately reflects the client's months of participation in VIEW and also any months of TANF receipt in another state.

1000.6 – VIEW VOLUNTEERS

- A. TANF recipients exempt from VIEW may volunteer to participate in VIEW as long as they are willing to participate for a minimum of 35 hours per week with at least 20 of those hours in a core work activity. VIEW volunteers are given a trial period of up to 12 consecutive months of participation. During this trial period, volunteers will not be sanctioned for failure to comply with VIEW program requirements. If the volunteer fails to participate as agreed, the ESW will advise the client to terminate her volunteer status and again become exempt or will take this action on the client's behalf.**

The client will not be able to volunteer a 2nd time during the 12 month trial period and maintain her volunteer status. She has forfeited the balance of her trial period by her failure to participate as agreed. Volunteers who elect to volunteer a 2nd time during the 12 month trial period or to continue in VIEW beyond the 12 month trial period are required to participate and will be sanctioned if they fail to do so without good cause.

- B. A former VIEW volunteer whose TANF case is closed may reapply for TANF, and, assuming she continues to be exempt from VIEW, may once again volunteer to participate in VIEW and be granted a new 12 month trial period.**
- C. Applicants can volunteer for VIEW only after the TANF application has been approved. They are eligible for the VIEW enhanced disregards in the month following the month the VIEW APR is signed.**

1000.7 VIEW Participants with Disabilities

Some VIEW participants have disabilities, including temporary medical conditions, or are caring for family household members with disabilities, that may affect program participation. Disabilities may be identified during the application process when the client is given the “Do You Have a Disability” form, or later as a result of VIEW screening or evaluation. When the ESW has documentation of a verified disability and the effect of the disability on program participation, accommodations can be put in place so that the participant is not denied the opportunities available through VIEW. Having a disability does not mean that an individual cannot achieve.

The Medical Evaluation Form (032-03-0654-03-eng) will be used to determine if a client referred to VIEW should be made exempt or when the client’s ability to work or participate in the program is unclear. See Chapter 901.2.C for specific guidelines regarding medical evaluations.

Accommodations may include, but are not limited to: part-time or flexible hours for work activities, providing the individual with work activities in a specific work environment that enables the individual to participate in work activities, providing particular types of jobs or work activities that are consistent with the person’s limitations, activities that are scheduled so they do not conflict with ongoing medical or mental health treatment, additional notice of program appointments, additional explanation of program rules, job coaches, additional time to complete program requirements, and additional intervention before an individual is sanctioned for non-compliance with VIEW program requirements.

See the Job Accommodation Network site for an extensive list of accommodations by disability <http://www.jan.wvu.edu/media/atoz.htm>.

Some individuals are caring for family household members with a disability, and can only participate part-time, during particular hours, or on a flexible schedule. When an individual has such a limitation, the employment services worker must find work activities for the individual that do not conflict with the individual’s care-taking responsibilities. The family household member’s condition, as well as the necessity for care that limits the individual’s availability for work, must be verified by a medical professional.

Some individuals have disabilities that limit when they can carry out work activities. For example, some individuals have appointments for medical or mental health treatment, substance abuse treatment, or rehabilitation services such as physical therapy. When an individual has such appointments, the employment services worker will coordinate program assignments with the verified treatment-related appointments.

Examples: Ms. A lost her job because she frequently gave customers the wrong amount of change. It is determined that she has a learning disability that makes such transactions very difficult. The worker may arrange for training that will teach Ms. A techniques that will allow her to make accurate change despite her disability. Alternately, the worker might assist Ms. A in identifying suitable jobs that do not require this skill.

Ms. B is caring for a child with a disability and keeps losing her job because she is frequently called away from work by the child’s school to deal with health-related emergencies. The worker helps Ms. B locate employment that allows the flexibility she needs.

Ms. C frequently leaves TANF due to employment, but just as frequently reapplies after losing her job. It is determined that a mental impairment prevents her from handling many work situations. The worker helps Ms. C find employment with fewer challenges and provides intensive job follow-up to help Ms. C work through any problems before they result in job loss.

1000.8 - VIEW Initial Assessments**A. Overview - Local Agency Responsibilities.**

Each local agency will establish a process so that the initial assessment of VIEW clients includes the following:

1. An identification and evaluation of the participant's job readiness skills, occupational skills and interests, education, work history, and family/life circumstances including disabilities.
2. A determination of the participant's functional literacy if the participant does not have a GED, associate degree, or bachelor's degree.
3. An initial identification of the program activities that will be needed if the client does not find full time employment.
4. A detailed evaluation of child care and other supportive service needs.

B. Scheduling the Initial Assessment Interview

1. The ESW will assess the participant within 10 days if possible after assignment to the queue, but in all cases within 30 days of assignment.
2. The assessment will take place during an individual, face-to-face interview between the participant and the ESW.
3. The ESW will send the participant a letter informing her of the date of the assessment interview.
4. The assessment interview will be scheduled at a time that does not conflict with work hours, or with previously scheduled medical or mental health appointments, whenever possible. When necessary, the worker can meet with the participant at a mutually agreed upon location outside the agency.
5. The letter will explain that appearance for the assessment interview is a condition of continued eligibility for TANF and that failure to attend the interview and sign the Agreement of Personal Responsibility (APR) may result in termination of the TANF grant. The letter will also tell the participant how to contact the ESW if she is unable to attend the interview and needs to reschedule it.

C. Client Failure to Attend the Initial Assessment Interview

1. If the participant does not appear for the interview, the ESW must attempt to contact the client verbally. If the ESW determines that the participant did not have good cause for missing the appointment, or if the ESW is unable to contact the client verbally, the ESW will send the VIEW Notice of Sanction/Termination (032-02-0307/01-eng) within 3 business days of the missed appointment. Unless the client contacts the ESW with a good cause reason after missing the appointment the ESW will immediately notify the EW to send an Advance Notice of Proposed Action (ANPA) (032-03-0018-29-eng) to the client. (Alternately, the ESW will notify the EW to send an Advance Notice of Proposed Action without sending the VIEW Notice of Sanction/Termination). The EW will send the ANPA within three working days of receipt of the notification from the ESW.
2. The ANPA notifies the client that she must contact the ESW within 10 days from the date of the notice with documented good cause or the agency will take action to terminate the TANF case.

3. If the client decides to be interviewed by the ESW and to sign the APR, and does both prior to the effective date of case closure as specified on the ANPA, the case will not be closed.

D. Client Failure to Attend the Initial Assessment Interview After Having Signed the APR as a Condition of TANF Eligibility.

If a client's TANF case is closed because she refused to sign the APR, she must sign the APR as a condition of eligibility if she reapplies for TANF. If her TANF case is approved and she is referred to VIEW, and if she then fails to keep the appointment for the initial assessment interview, her case will be sanctioned, not terminated.

E. The VIEW Assessment Interview

The ESW will conduct a face-to-face interview with the client to determine her prior education, training, work experience, service needs and current job readiness. The interview will be strength-based, and will focus on the client's strengths in all areas of life and work rather than on deficits or barriers.

The interview will include:

1. An identification and evaluation of the participant's job readiness skills, occupational skills and interests, education, work history, and family/life circumstances. The assessment will focus on the skills and abilities the participant already possesses that would allow her to find immediate employment. The VIEW Assessment form (032-02-0303), or other assessment instrument approved by the agency's TANF/VIEW Field Consultant, will be used to record the information obtained in the interview.
2. A determination of the participant's functional literacy. If the participant does not have a GED, associate degree, or bachelor's degree, her functional literacy will be determined through use of the Information Sheet (032-03-0311) or other literacy assessment tool such as the Test of Adult Basic Education (TABE). Prior test scores such as the TABE, which establish an approximate educational/basic literacy level, can be used in place of the Information Sheet if the score is no more than one year old. [Note: The literacy determination can be made at the initial assessment, or can be conducted later; in all cases, it must be completed by the first reassessment].
3. An initial identification of the type of program assignments that will be needed if the client does not find full time employment.
4. A detailed evaluation of child care and other supportive service needs.
5. An initial discussion of possible disabilities of the client or family household member that may interfere with the client's ability to participate in VIEW and/or to work. A copy of the "Do You Have a Disability" form must be in the case record.

- a. All VIEW participants must be offered screening for learning disabilities, mental health disabilities, and alcohol and substance abuse within 90 days of signing the APR. Examples of valid screening tools can be found in “Screening for Employment Barriers: Issues and Tools” at [Appendix G](#).
 - b. Participants whose screenings indicate the possible presence of a disability will, with the client’s agreement, be referred for an in-depth evaluation.
 - c. All individuals, including those who choose not to be screened, and those who have been screened and referred for an in-depth evaluation, will be assigned to an appropriate program activity based on the initial assessment.
 - d. If the in-depth evaluation indicates the existence of a disability, treatments and/or services to address the disability will be made part of the client’s required program assignments and will be recorded on the Activity and Service Plan.
6. An evaluation of any other issues that may clearly affect program participation or employment.
7. An explanation to the client of the following:
 - a. program goals and philosophy
 - b. program requirements, including an explanation of the responsibilities and expectations of participants in the VIEW program
 - c. the right to disclose a disability to the agency, and the benefits of doing so
 - d. role of the Agreement of Personal Responsibility in describing the mutual responsibilities of the client, worker, and agency
 - e. the consequences of not signing the Agreement of Personal Responsibility
 - f. the beginning of the two-year limitation on the receipt of TANF benefits which begins the month after the month the Agreement of Personal Responsibility is signed
 - g. the requirement to be involved in work activities throughout the two-year period of VIEW participation
 - h. the benefits of immediate employment (eligibility for the enhanced disregard, increase in skill level, employability, and income)
 - i. the benefits of “banking” months in order to save TANF eligibility
 - j. penalties for failure to comply with program requirements including sanctions and consequences for hardship exception requests

- k. good cause reasons for not complying with program requirements**
 - l. Intentional Program Violations (IPV) reporting requirements and penalties**
 - m. the requirement to respond to all agency correspondence**
 - n. the name and phone number of the ESW and/or other agency contact**
 - o. the availability of the VIEW Transitional Payment (VTP) as an incentive for retaining employment**
- 8. Following the interview, the ESW will assign the client to the appropriate program activity.**

1000.9 – VIEW AGREEMENT OF PERSONAL RESPONSIBILITY

A. The Agreement of Personal Responsibility (032-03-0310) outlines the participant's responsibility:

- 1. to seek employment to support her own family;**
- 2. to participate in assignments made by the ESW;**
- 3. to notify the ESW of any change in circumstances which would impact the participant's ability to satisfactorily participate in the program;**
- 4. to accept a job offer. Refusal to accept a bona fide job offer will result in a full household sanction;**
- 5. to arrange and find transportation and child care. The ESW will assist the participant when the participant has tried but has been unable to find transportation and child care.**

Additionally, it provides notification to the client of the two year time period for receipt of TANF benefits, and the enhanced disregards available to the participant if unsubsidized employment is obtained.

- B. The participant and the ESW will sign a new Agreement of Personal Responsibility (APR) at the time of the initial assessment and each subsequent referral following approval of a TANF reapplication or upon re-referral following a period in which the individual was exempt. If the client refuses to sign the APR at the initial assessment, the worker must sign it and date it. The worker must note on the APR that the client refused to sign. The worker must also document the case record that the client refused to sign.**
- C. If the participant chooses not to sign the Agreement or fails to keep the initial assessment appointment at which the APR is to be signed, the agency will take action to terminate the participant's TANF grant. If a TANF-UP participant chooses not to sign the Agreement, the entire household will have its TANF benefits terminated regardless of whether another eligible TANF-UP participant is in the household.**
- D. If the Agreement was signed as a condition of TANF eligibility, the household will be sanctioned rather than terminated for missing the initial assessment appointment.**
- E. An individual who has refused to sign the Agreement of Personal Responsibility and has had her case closed must sign the APR prior to approval of the TANF application as a condition of eligibility. The signed APR may be obtained by either the EW or the ESW. Local agencies should develop a procedure by which the APR is signed as quickly as possible to ensure that the processing of the TANF application will not be delayed. The failure of the client to sign the APR in these circumstances will result in the denial of the application.**

In these situations, the queue or start date entered in the system will be the TANF approval date rather than the date the APR was signed. However, the two-year clock will begin the first of the following month after the APR was signed. The eligibility worker will adjust the clock accordingly upon TANF approval.

1000.10 - TERMINATION OF TANF BENEFITS

If a participant fails to report for his initial assessment, or refuses, without good cause, to sign the Agreement of Personal Responsibility, the household's TANF benefits will be terminated.

A. Notice of Termination Procedures

- 1) If the participant does not appear for the interview, the ESW must attempt to contact the client verbally. If the ESW determines that the participant did not have good cause for missing the appointment, or if the ESW is unable to contact the client verbally, the ESW will send the VIEW Notice of Sanction/Termination (032-02-0307/01-eng) within 3 business days of the missed appointment. Unless the client contacts the ESW with a good cause reason for missing the appointment, the ESW will immediately notify the EW in writing to send an Advance Notice of Proposed Action (ANPA) (032-03-0018-29-eng) to the client. (Alternately, the ESW will notify the EW to send an Advance Notice of Proposed Action without sending the VIEW Notice of Sanction/Termination). The EW will send the ANPA within three working days of receipt of the notification from the ESW.
- 2) The Advance Notice of Proposed Action will inform the participant that she failed to meet the specific requirement and that in order to establish good cause, the participant must contact the ESW within 10 days from the date of the notice to discuss the reasons for the claim of good cause. Merely contacting the EW or ESW does not constitute good cause. The Notice will inform the participant that his TANF check will be terminated if good cause does not exist. If the participant contacts the ESW within the 10 day grace period (with or without good cause) and is given another initial assessment appointment date, the new appointment letter should state that the termination will be imposed if that appointment is not kept. A new Advance Notice of Proposed Action is not required.
- 3) If the participant fails to contact the ESW within 10 days to establish good cause or does contact the worker but does not present good cause, the EW will proceed to terminate the household's TANF benefits. The ESW must complete a new communication form, and a copy must be sent to the EW to stop the termination if the client presents acceptable documentation of good cause for the non-compliance.
- 4) The ESW will not enter the termination in the automated system until after the proposed effective date of the termination of TANF benefits. This practice will decrease the number of cases called into the help desk requesting assistance in reopening cases that were terminated prematurely.

B. Documentation For Failure To Report For The Initial Assessment

- 1) The ESW will notify the participant of the scheduled interview.
- 2) If the participant fails to keep the appointment, the ESW must document the failure in the contact log.

- 3) **The ESW must send the participant a VIEW Notice of Sanction/Termination (032-02-0307) and, if the client does not have a good cause reason, send the EW a written request to send the participant an Advance Notice of Proposed Action. The Communication Form 032-02-0072-08-eng may be used for this purpose. (Alternately the ESW may immediately notify the EW to send the ANPA without sending the VIEW Notice of Sanction/Termination). A copy of the ANPA or the written communication must be placed in the case record.**
- 4) **The ESW must document in the contact log that a telephone call or personal contact was attempted.**

C. Documentation for Failure to Sign the Agreement of Personal Responsibility

- 1) **The ESW must document in the contact log that the participant refused to sign, or did not sign, the Agreement of Personal Responsibility.**
- 2) **The ESW must send the participant a VIEW Notice of Sanction/Termination and, if the client does not have a good cause reason, send the EW a written request to send the Advance Notice of Proposed Action (Alternately, the ESW will immediately notify the EW to send the ANPA without sending the VIEW Notice of Sanction/Termination). A copy of the ANPA or the written communication must be placed in the case record.**

1000.11 – VIEW ACTIVITY AND SERVICE PLAN

- A. Based on the information obtained during the assessment, the ESW and participant will develop an Activity and Service Plan. The Activity and Service Plan will detail:**
- 1) a list of the planned activities which the participant will need during the two-year time period in order to obtain employment;**
 - 2) the participant's current assignments, and specific responsibilities of the participant and the agency, including but not limited to the expected levels of a) participation, b) attendance and/or c) the requirement to return information to the ESW and report changes which impact employment and/or participation;**
 - 3) the supportive services needed by the individual to comply with program requirements. The Activity and Service Plan may take the place of a service application for child care;**
 - 4) a statement explaining the reason(s) for assignment to Pending or Inactive, if applicable, and a list of the steps planned to resolve the issues leading to that assignment.**
 - 5) a description, begin and end dates, and planned weekly hours of the participant's assignment or assignments;**
 - 6) the requirement that the participant contact the ESW if she is considering quitting a job or, if she believes she is in danger of being fired from a job. This information will enable workers to either help the participant retain that position or obtain other employment.**
 - 7) Reasonable accommodations needed by an individual to fulfill participation requirements based on recommendations developed as part of an evaluation by a qualified professional.**
- B. The ESW must complete a new Activity and Service Plan at initial assessment, reassessment, or whenever there is a change to the participant's activity assignments. Modifications to the Activity and Service Plan or modifications to the Agreement of Personal Responsibility due to changes in assignments will not affect the TANF two-year time limitation.**

1000.12 - SUPPORTIVE SERVICES

Supportive services are provided to remove barriers to the individual's participation and to stabilize employment. The provision of supportive services is contingent upon the availability of funds based on local VIEW allocations. Spending limits for supportive services are determined by the local agency and will be described in the agency's Standard Operating Procedures (SOP). Spending limits on supportive services will be applied equitably to each participant needing a specific service. Agencies are encouraged to explore alternatives to removing barriers if supportive service funds are limited.

If supportive services are essential for participation, and neither the participant nor the agency can provide them, and no alternatives are available, the participant may not be sanctioned for noncompliance. In these situations, the participant will be placed in "Inactive" status, which will prevent the clock from counting against the 24 month and the 60-month time limits. (See 1000.16 regarding limitations on the use of inactive status)

A. Duration of Supportive Services

- 1) Supportive services may be provided for as long as the participant is in a VIEW activity, including full or part time employment, and the TANF case is open.

B. Employment Service Worker Responsibilities

- 1) It is the responsibility of the ESW to assist the applicant/recipient in meeting her service, as well as employment, needs. These needs may be met directly by the ESW or by other local agency staff or through a referral to another service provider.
- 2) When providing social services to recipients, the Activity and Service Plan may replace the Service Application.

C. Supportive Services for Recipients

There are five types of VIEW supportive services that the local agency can provide directly or can purchase. These services are child care, transportation, medical/dental, program and/or work related expenses and emergency intervention. Participants who have been sanctioned are entitled to supportive services in order to maintain their employment. Participants who have been sanctioned or found guilty of an Intentional Program Violation may also receive supportive services when the participant is performing a verifiable act of compliance as described in 1000.21.

1) Child Care

Child care services are provided to enable the participant to gain and/or keep employment or to participate in program activities.

- a. Arrangement for and/or payment of child care as a supportive service will be provided only when the participant is unable to obtain child care on her own at no cost.

- b. Participants who are parents of school age children are expected to search for a job during the hours that the children are in school. However, if a job interview must take place outside of school hours, child care may be authorized.**
- c. Participants who need child care and cannot arrange to find their own may be provided assistance, including payment within child care policy as found in Volume VII, Section II, Chapter D, of the Services manual.**

This payment may include the cost of transportation when transportation services are provided by the child care provider and the total cost of all services provided by the child care provider does not exceed the Maximum Reimbursable Rate.

- d. If a participant finds employment and the TANF case is closed, child care may be provided through VIEW funds if the participant is not eligible for transitional child care. It may be provided for 90 days or until the required job follow-ups have been completed, whichever is longer, if employment continues. The chosen child care provider must meet the same approval criteria as established in child care policy, Volume VII, Section II, Chapter D, of the Services manual.**
- e. Participants who have been sanctioned are not entitled to child care service while in the sanction status unless it is needed to maintain employment. However, an individual who has been sanctioned may receive child care service upon request if the service is necessary in order for the participant to perform a verifiable act of compliance.**

2) Transportation and Related Services

Transportation services are provided to enable participants to travel to and from authorized VIEW activities or employment. The need for transportation must be linked to needs identified on the participant's Activity and Service Plan. The participant must be regularly attending the component activity, and, if in an education component, making satisfactory progress, in order to continue receiving transportation services.

- a. The participant will have the primary responsibility to arrange transportation for employment or to participate in activities required by the Agreement of Personal Responsibility. Transportation services will be provided only when the participant is unable to make necessary arrangements.**
- b. Transportation can be provided by any of the following means:**
 - 1) Individuals other than public conveyors. In this circumstance, payment is made to the individual provider. Such payment must be pre-authorized. A reimbursement-type purchase order may serve as a pre-authorization;**

- 2) Agency or individual public conveyance sellers; or
- 3) Commercial establishments. For example, an agency could arrange with a gas station to accept vouchers for a client needing that type of transportation assistance. Through the purchase order/invoice system, the station would receive payment.

c. Criteria for approval of vehicle repairs.

- 1) A request for payment of an vehicle expense or repair can be approved if the following conditions are met:
 - a. public transportation is not available;
 - b. the agency cannot provide transportation and there are no other available resources; and
 - c. the general condition of the vehicle justifies the cost of the repairs;
- 2) The participant must provide documentation of:
 - a. required insurance coverage for the vehicle if the request is for repair, tires, etc;
 - b. a valid drivers license; and
 - c. a registration showing the vehicle is in the participant's name. The vehicle may be co-owned if the participant's name is also on the registration. In the case of TANF-UP households, the registration may be in either one of the participant's names or both their names.

3. Medical/Dental Services

- A. Payment for medical/dental services not covered by the state Medical Assistance Plan (Medicaid) may be made if the services relate directly to VIEW activities or employment. The need for medical services must be documented on the Activity and Service Plan. The participant must be making satisfactory progress and regularly attending the assigned component activity in order to continue receiving medical/dental services.
- B. Examples of medical/dental services include medical statements or other necessary medical verifications or evaluations, including those requested to determine if a client has a disability that affects program participation, dentures, glasses, orthopedic shoes, and other items required prior to entry into jobs, work-sites, or other components.

4. Program Participation and Work-Related Expenses

This service provides assistance to the participant with employment-related expenses or expenses incurred through participation in an approved VIEW component(s). The ability of a local agency to pay participation or work-related expenses is based on the

availability of funds and local resources. The agency may wish to restrict some participation or work-related expenses to one time only purchases. Each local agency is encouraged to develop additional policy and procedures for approving expenses and to include them as part of the Standard Operating Procedures.

A. Criteria for Assessing Need

The ESW will use the following criteria when assessing the need for participation or employment-related expenses for the VIEW participant:

1. The expense is necessary to enable the individual to participate in approved activities or employment;
2. The need for expenses is clearly linked to the needs identified on the APR, Activity and Service Plan, or, in the case of assessment, in the case record; and
3. The participant must be making satisfactory progress in the component/activity.

B. Participation and work-related expenses which are reimbursable include, but are not limited to:

1. Fees for birth certificates;
2. License fees;
3. Registration/graduation fees;
4. Picture ID costs;
5. Uniforms or other clothing or shoes;
6. Safety equipment and tools;
7. Car repairs and insurance.

C. Additional work-related expenditures may be made to enable a participant to accept a job offer or maintain employment. These expenses include, but are not limited to:

1. purchase of an initial set of tools or equipment;
2. uniforms;
3. safety equipment;
4. professional fees and licensing required for the occupation.

5. VIEW Emergency Intervention Services

This service provides assistance during crisis situations which may affect the individual's participation in an activity or employment. Examples are emergency provisions of food/utilities, or other items necessary for the client to gain and/or keep employment or participate in other VIEW activities. Automobile expenses are not covered under this section. VIEW emergency intervention services are intended to assist the participant in gaining and/or retaining employment. They are not intended as a method of funding assistance for any emergency that may arise. The local agency should include policy regarding the use and limitations of VIEW Emergency Intervention Services in its Standard Operating Procedures.

1000.13 - PROGRAM COMPONENTS - CORE WORK ACTIVITIES

VIEW program components include the following core work activities – job search, job readiness, unsubsidized employment, subsidized employment (FEP), the community work experience program (CWEP), the public service program (PSP), on-the-job training (OJT), and vocational education and training. All program components must be monitored monthly for attendance of scheduled hours. In addition, education and training activities must be monitored for satisfactory progress at periodic intervals.

A. JOB SEARCH

Job Search is a structured activity carried out over a defined time period during which the participant must complete a specified number of job contacts. Job search and job readiness may be assigned as appropriate and recorded in ESPAS, but the combined hours of job search and job readiness assignments will count toward the work participation rate for no more than 4 consecutive weeks and only when those weeks are in a single month.

Assignments to the additional 2 weeks of job search and/or job readiness which are allowed in a federal fiscal year (6 weeks of job search/job readiness total) should be made in conjunction with other program activities so that both the core work activity requirement and the 35 hour overall participation requirement are met.

1. Overview

- a. The maximum and minimum number of job search contacts must be included in the local agency's VIEW Annual Plan. The limits set may be changed as deemed necessary by the agency. Changes made to the Plan must be sent to the TANF/VIEW Field Consultant prior to the date the changes become effective. See 1000.3, VIEW Annual Plan.
- b. The number of participant job contacts required must be determined on an individual basis and must be within the range established by each local department of social services. Both the agency range and the number of required contacts set on an individual basis should be determined based upon criteria such as other work or training activities in which the participant is involved, barriers such as language or disability of the participant or family household member, other barriers including employment conditions within the locality, and availability of transportation or child care.
- c. If a participant is unable to make the minimum number of job contacts listed in the VIEW Annual Plan as a result of a verified disability of the participant or family household member for whom the participant is responsible, the number of job search contacts required for that individual must be reduced below the minimum number listed on the Annual Plan as a reasonable accommodation.
- d. For the purpose of discussing progress of the job search, and ensuring that the contacts made are reflective of the participant's job skills, bi-weekly contact between the participant and the ESW is recommended.

- e. **Local departments must work with public and private providers of job development/job placement services, including the VEC, the Workforce Investment Board (WIB), and the local Department of Economic Development to facilitate job development and job placement.**
 - f. **When there is a refugee resettlement agency in the locality available to work with refugees, all work requirements for refugees required to participate in VIEW should be coordinated with that agency (or designated service provider). The resettlement agency, while maintaining communication with the local agency, must take the lead in assisting the refugee in the pursuit of self-sufficiency. The local agency case record must contain a Comprehensive Resettlement Plan (CRP) developed by the resettlement agency. Contracts between the Office of Newcomers Service and Refugee Resettlement Service Providers mandate these services. Verification of participation must be provided by the refugee resettlement agency.**
- 2. Outcome of the Job Search**
- a. **A participant must accept a bona fide offer of employment. Participants who refuse to accept a bona fide offer of employment will be sanctioned.**
 - b. **If the participant finds full-time employment paying at least minimum wage, the job search will terminate.**
 - c. **If the participant finds part-time employment paying at least minimum wage, the ESW may decide whether to terminate the job search or require the individual to continue looking for full-time employment. The participant will be required to fully participate in other work activities designed to assist her in obtaining full-time employment.**
- 3. Assignment to Job Search**
- a. **Participants who are not employed full-time and earning at least minimum wage at the time the Agreement of Personal Responsibility is signed, including participants who are self-employed, must be placed into job search. The length of the initial job search assignment will depend on the type of job search and the point in the month at which the assignment is made. See 1000.4, VIEW Program Flow.**
 - b. **The ESW may waive the up-front job search for an individual who has previously participated in VIEW during her current 2-year period of TANF eligibility and place the individual into another component activity designed to lead to employment.**
 - c. **The up-front job search for a participant already enrolled in a self-initiated education or training program may be waived if:**
 - (1) **the participant has been enrolled in the education or training for at least one grading period; and**
 - (2) **the participant is satisfactorily enrolled and is meeting all requirements of the activity as defined in this chapter, and**

- (3) the education or training is related to a specific employment and/or occupation; and**
- (4) the participant can be complete the education or training within one year (12 months).**

The exceptions outlined in b. and c. above do not remove the requirement that a client fully participate in VIEW. It does allow the ESW flexibility to modify the job search requirement in order for the participant in self-initiated employment or training to find employment which will meet the work requirement.

- d. A participant who has not found full-time employment paying at least minimum wage 60 days prior to the end of her 24-month TANF time limitation must be placed in a job search component in conjunction with any other program assignment. This assignment will continue until the participant leaves TANF at the end of the two-year time period.**

4) Elements of the Job Search Component

When developing the Job Search assignment, the worker must incorporate the following elements based on the participant's needs:

- a) techniques to help the participant identify good work attitudes, strengths and job skills/transferable skills.**
- b) job seeking skills to train the participant to successfully seek and obtain appropriate employment. This instruction/ guidance will enable participants to market themselves in a job interview and on the job. Subjects include, but are not limited to, development of job leads, job interviewing techniques, discussion of local labor market information, employer expectations, and accurate completion of applications.**
- c) activities and opportunities for the participant to build self-esteem. A group setting is one of the best ways to build self-esteem. Brief periodic meetings may be held to allow the group members an opportunity to report progress, discuss problems and receive specific help with job search techniques.**
- d) use of the telephone as a primary employer contact to develop job leads and obtain interviews. Developing and writing a good phone script and practicing employer contacts will be an effective aid for the participant in the job search.**

5) Employer Contacts

- a) The participant has the responsibility to arrange the required number of job interviews or submit applications/resumes. The ESW provides support and direction in these areas throughout the job search assignment. If, however, the individual has a verified disability or language barrier that limits the ability to arrange for the required number of job contacts, the ESW must assist the individual in arranging for these contacts, reduce the number of contacts, or both.**

- b) **To qualify as an employer contact, five conditions must be met:**
 - (1) **The participant must present herself to an employer as being available for work;**
 - (2) **The place of employment must be geographically accessible to the client on a regular basis. Contact with an employer located in another community or state out of commuting range from the client's place of residence will not count as an employer contact.**
 - (3) **The employer must ordinarily employ persons in areas of work for which the participant is reasonably qualified by means of experience, training or ability;**
 - (4) **The participant cannot count the same employer more than once during a given job search period unless she applies for different positions; and**
 - (5) **Contacts with employers will only be in the form of face-to-face interviews or by submission of applications or resumes.**
 - c) **All participants must register with the nearest Virginia Employment Commission Office. Registration with the Virginia Employment Commission will be considered one employer contact.**
 - d) **The participant will report to the ESW during the job search period and must sign the VIEW Job Search Form attesting to the number of employer contacts made.**
 - e) **The ESW may contact any employer listed on the VIEW Job Search Form to verify that the participant made a contact.**
 - f) **Employer's signatures are not required on the Job Search form.**
- 6) **Types of Job Search**

There are three types of recipient job search: Group Job Search, Job Club, and Individual Job Search.

a) Group Job Search

Group job search brings participants together for group activities and/or classroom instruction related to job search and job retention.

- (1) **Classroom instruction provides the participant with sound skills for finding and keeping employment.**
- (2) **The participant in group job search is bound by the participation requirements of the specific group activity. The number of weeks and employer contacts required of a participant in group job search cannot be less than the requirements of individual job search.**

b) Job Club

- (1) Job Club is a tightly-structured, intensive program including instruction in job search methods, extensive use of the telephone to obtain job leads and interviews, peer support, direct monitoring of participant activities, and self-placement through job search.**
- (2) The participant in Job Club is bound by the participation requirements of the activity. The number of weeks and employer contacts required of a participant in Job Club cannot be less than the requirements of individual job search.**

c) Individual Job Search

Individual job search is independent job search carried out by the participant. For individual job search to be successful, it is necessary for the ESW to assist the participant in understanding the elements of a successful job search. At a minimum, the ESW should assist the client in developing a resume, in learning how to accurately complete a job applications, and in utilizing proven job seeking methods and interview techniques.

B. JOB READINESS

The purpose of job readiness training is to prepare the participant for employment or program component participation so that the she can to be competitive and succeed in the labor market. Job readiness training may be offered before, in conjunction with or after the job search assignment. While assignment to job readiness and/or job search should be based on the needs of the client, the combined hours of job search and job readiness assignments will count toward the work participation rate for no more than 4 consecutive weeks. Assignments to the additional 2 weeks of job readiness and/or job search which are allowed in a federal fiscal year (6 weeks of job search/job readiness total) should be made in conjunction with other program activities so that both the core work activity requirement and the 35 hour overall participation requirement are met.

- 1) Job readiness training includes activities to assist the participant in program participation by helping her recognize and overcome personal and family problems which may be a barrier to accomplishing her employment and training goals. Job readiness activities also prepare the participant for work by assuring that she is familiar with general work place expectations, work behaviors, and attitudes necessary to compete successfully in the labor market. Job readiness should also address the economic benefits of going to work. These include wages above the TANF grant, the enhanced earned income and savings disregards, and the Federal Earned Income Tax Credit.**
- 2) Job readiness topics may include, but are not limited to, communication skills, life skills, motivational training, problem solving, assertiveness, nutrition, money management, time management training and other activities that enhance specific work place expectations and behaviors. Job readiness may also include short-term substance abuse treatment, mental health treatment or rehabilitative activities.**

- 3) **Job readiness training may be conducted through workshops or seminars and through treatment programs, as well as through one-on-one counseling.**

C. UNSUBSIDIZED EMPLOYMENT

1. Full Time Employment

- a. **Unsubsidized employment is employment for which no government funds are used to directly subsidize the individual's salary. Full-time employment is employment of 30 hours per week or greater.**
- b. **A participant employed at least 30 hours per week and earning at least minimum wage is not required to participate in any other VIEW assignment, but she must respond to all correspondence from the case manager and keep all scheduled appointments for redeterminations.**
- c. **Employment at less than minimum wage does not meet the definition of employment and is not a countable work activity. Therefore, the participant must be assigned to other activities.**

2. Part Time Employment

- a. **Part-time employment is employment of at least 10 hours, but less than 30 hours per week, at which the participant earns at least minimum wage. A participant working part-time must be assigned to job search at least every three months, but may be assigned more frequently as needed. The job search assignment will count toward the required 35 hours of participation. If the maximum 6 weeks of job search/job readiness have already been met in terms of federal reporting, the additional hours will not be reported or counted in determining the agency's participation rate.**
- b. **In addition to periodic job search assignments, a participant employed part-time must be assigned to a concurrent program activity.**

3. Self-employment

- a. **If a participant becomes self-employed, the participant must provide documentation to show she is legitimately engaged in self-employment. The information could include, but is not limited to the following information: the kind of business, location, hours of operation, source of funding, prospective customer base, earnings, business license, if applicable, and lease or agreement if space is rented.**
- b. **If a participant enters the VIEW program and states she is self-employed and has been self-employed for less than a year, the participant must provide the above documentation including copies of rent receipts, appointment books or any other documentation that will show the participant is engaging in a legitimate business.**

If the participant states she has been self-employed for a year or more, a copy of the previous year's income tax return will suffice to show that the participant is engaged in a legitimate business. If the tax return is provided and the worker is satisfied with the documentation, the up-front job search can be waived if the participant is engaged in self-employment for 30 or more countable hours of self-employment per week.

- c. For self-employment to be a countable activity for VIEW, the participant must be paid at least minimum wage. Countable weekly hours are actual hours worked, or hours computed as follows, whichever is less:

Determine the monthly net income by subtracting the monthly business expenses from the monthly gross income. Note: The eligibility record should contain documentation of gross income and business expenses.

Divide the monthly net income by 4.3.

Divide this figure by minimum wage. Compare the computed hours to those that are verified as actual hours of participation. The countable hours are the actual hours worked (if verified by a source other than the client), or the hours computed above, whichever is less. If the countable hours are less than 30, the client must be assigned to other activities.

Example: Ms. A is self-employed as a nail technician. She provides a signed statement from the property owner verifying that the business is in operation 40 hours per week. Her gross income is \$500 for the month and she has business expenses of \$340 per month.

\$ 500	– gross income
<u>- 340</u>	– business expenses
\$ 160	– net monthly income
<u>÷ 4.3</u>	
37.2	
<u>÷ 5.15</u>	– minimum wage
7.2	- hours per week

Only 7 hours per week are countable. Ms. A must be assigned to 28 hours per week in other activities so that her countable hours equal 35.

4. Employment and the TANF Earned Income Enhanced Disregard

- a. A participant who is employed in an unsubsidized job at the time she signs the Agreement of Personal Responsibility at the initial VIEW assessment will receive the TANF enhanced earned income disregards the following month. Enhanced disregards allow a participant to remain eligible for TANF benefits as long as the participant's total household income does not exceed 100% of the federal poverty limit for the size of his household or 150% of the federal poverty level for TANF-UP households.

- b. Eligible TANF recipients who are employed prior to referral to VIEW should be treated as a priority referral and served as soon as possible so that they may begin to receive the enhanced disregard.
- c. Participants will receive the enhanced earned income disregard only after they have entered the VIEW program and signed the Agreement of Personal Responsibility.
- d. A participant who obtains employment while in the VIEW program will receive the VIEW enhanced earned income disregard the month following the month of employment.

D. SUBSIDIZED EMPLOYMENT - FULL EMPLOYMENT PROGRAM (FEP)

Subsidized employment is employment in which government funds are used to directly subsidize the participant's wages. Subsidized employment is designed to provide training while the participant works on the job.

The Full Employment Program is a work activity in which a participant is placed in a public or private sector job and is paid an hourly wage for the work done. The Department of Social Services will pay the employer a predetermined, fixed stipend of \$300 per month. TANF benefits are not paid to the participant during the time the employer is receiving a stipend except when the participant has not worked his scheduled hours for reasons beyond his control.

1. **The goal of FEP** – The overarching goal of this work activity is for the employer to retain the participant at the completion of the training period. The placement should provide the participant the opportunity to gain work experience, develop job skills and enhance work place social skills. To increase the likelihood that the participant will be hired on a permanent basis for the job and to promote further FEP placements with the employer, the worker should make every effort necessary to insure that the participant's skills, abilities, and interests are a good match for the job description for the placement.
2. **FEP Placements** - VIEW participants who have been unsuccessful in obtaining unsubsidized employment by the first assessment following the initial job search activity will be screened for placement with a FEP employer. Participants who are referred to VIEW and have accrued months on the current AECLOC (24-month VIEW participation clock) may be immediately placed in FEP. VIEW participants in a FEP placement are required, at a minimum, to work a monthly average of at least 20 hours a week. VIEW participants in a FEP placement of 20 hours a week must also be assigned to 15 hours in another work activity.
3. **Suitable Placements** - If the ESW does not have a suitable FEP or on-the-job training placement available, the participant will be immediately screened for placement in a suitable community work experience site.

Suitable is defined as follows:

- a. The worker has evaluated a good match between the participant's skills, abilities, and interests and the position description;

- b. The employer agrees to provide needed training to do the job; and
- c. The net monthly wages (take home pay) estimated by the employer exceed the amount of monthly TANF benefits the participant was last paid. The ESW can obtain the most recent TANF payment amount by accessing the participant's TANF payment history in ADAPT or by contacting the EW.

4. Criteria for the FEP Participant

- a. The participant must be able to perform the minimum requirements for entry into the job and be capable of performing the duties of the job with the provision of training by the employer at the end of the placement.
- b. The supportive services needed by the participant can be provided.
- c. The participant may participate in FEP more than one time but must not have been previously sanctioned while assigned to a FEP placement.
- d. A participant cannot enter a FEP placement if she is in the process of being referred for a 2nd or 3rd sanction.

If the participant has been referred for a 1st sanction and a FEP placement is available and the participant signs the Full Employment Program Agreement prior to the effective date of the sanction, the 1st sanction can be avoided. For a participant in a first sanction, a participant may be referred for FEP participation. As long as the fixed period has been served, the FEP assignment is the verified act of compliance and the sanction may be lifted.

- e. More than one participant may be screened and referred to an employer for an interview for the FEP positions.
 - 1. The ESW should complete the VIEW Referral to Work Site form (032-02-300-00-eng) to be given to each referred participant to take to the job interview.
 - 2. After the employer indicates his selection on the participant's VIEW Referral to Work Site form (032-02-0300-00-eng) and signs the Full Employment Program Agreement (032-02-0309-003-eng) for the participant's placement, the participant is to be assigned to the FEP position on the Activity and Service Plan (032-02-0302-04-eng) and in ESPAS.
 - 3. The ESW will complete the Full Employment Program Communication Form (032-03-0655-00-eng) and forward it to the EW as notification of a FEP placement. This form is available on the intranet at <http://www.localagency.dss.state.va.us/divisions/bp/tanf/forms.cgi> and can be completed online and emailed to the EW. The eligibility worker is responsible for updating ADAPT to pay the employer's stipend in place of the TANF grant as indicated on the Full Employment Program Communication Form (032-02-0655-00-eng) from the ESW.

- f. If a participant does not attend the employer interview, the ESW must contact the participant to determine if good cause for the missed interview exists. The VIEW Notice of Sanction/Termination (032-02-0307-02-eng) can be used for the purpose of contacting the participant. If the participant does not respond and/or good cause does not exist; the ESW will notify the EW, in writing, to send an Advance Notice of Proposed Action (032-03-0018-28-eng) to sanction the participant.**
- g. Only one person in a TANF household can be in FEP at any time.**
- h. If a participant transfers to another locality, the FEP Agreement will be terminated.**

5. Criteria for the FEP Employer

- a. FEP placements may be established in public or private sector employment.**
- b. The employer must offer employment of not less than 20 hours per week at minimum wage or greater. The position offered must meet the definition of a suitable placement, (see Suitable Placements at 1000.10, D.3). Wages paid to FEP participants must be the same rate as paid to other employees who perform the same work and who have similar experience and tenure.**
- c. The employer must pay Virginia Unemployment Insurance tax for its employees. FEP participants may qualify for unemployment benefits if not retained as a permanent employee. Eligibility for such benefits must be determined by the Virginia Employment Commission on an individual case basis. Former FEP participants not hired permanently should be encouraged to apply.**
- d. The employer must offer a position in conformity with section 3304 (a) (5) of the federal Unemployment Tax Act which requires the following:**
 - 1. The job offered cannot be available as a result of a strike or labor dispute;**
 - 2. The job cannot require the employee to join, nor prohibit the employee from joining, a labor organization;**
 - 3. The FEP participant cannot be used to displace regular workers.**
- e. The employer must agree to pay the participant through his payroll system. The employer agrees to pay his share of the premiums for Social Security contributions, unemployment insurance, and worker's compensation related to the participant's wages.**
- f. The employer must sign a VIEW Full Employment Program Agreement (032-02-0309-00-eng) for each participant she employs in a FEP placement. The Full Employment Agreement includes:**

1. The amount of the employer stipend;
2. The skills and equipment operations the participant will learn;
3. The hourly wage, number of hours per week the participant is expected to work, and estimated net monthly wages.
4. The duration of the placement and the conditions under which it will end;
5. Conditions under which the employer must repay FEP reimbursements;
6. Provisions regarding termination of the FEP Agreement; and
7. Responsibility of the employer to report when a FEP participant works less than an average of 20 hours per week. If the agreement is not in effect for a full calendar month, the participant must have worked an average of at least 20 hours per week for the number of full weeks the FEP agreement was in effect during the month.

Example 1 – A participant begins employment on the July 13. Since the agreement is in effect for less than a full month, the ESW will determine the average number of hours worked by dividing the total number of hours worked by the number of full weeks (2). If the participant worked 48 hours during the period from July 13 -31, the average number of hours worked per week is 24 ($48 \div 2 = 24$).

Example 2 – A participant is employed for a full month. The employer reports that the participant worked for a total of 84 hours during the month. The average number of hours worked per week during the month was 21 ($84 \div 4 = 21$).

- g. The employer must also agree to the following:
1. Provide on-the-job training to the degree necessary for participants to perform the duties of the job;
 2. Provide sick leave, holiday, and vacation benefits to participants to the same extent provided to other employees performing the same work and having similar experience and tenure;
 3. Maintain healthy, safe working conditions at or above levels generally acceptable in the industry and no less than those in which other employees perform the same work;
 4. Agree not to discriminate against any person, including program participants, on the basis of race, color, sex, national origin, religion, age, or disability.

- h. In addition to completing the VIEW Full Employment Agreement, the ESW will require the employer to fill out the Request for Taxpayer Identification Number and Certification Form (IRS Form W-9). File the completed form in the case record.**

6. Payments to the Employer

The employer stipend is a reimbursement for participation in FEP. The stipend is issued for each month of FEP participation.

- a. Two types of payments are made to an employer.**

- 1. Stipend - The employer stipend is a predetermined, fixed amount of \$300 paid monthly. Stipends are paid beginning the month after the participant enters a FEP placement. FEP stipends are issued for six consecutive months, unless notified by the ESW to discontinue the payments. In no instance are stipends to be paid for more than six months.**

The ESW is responsible for notifying the eligibility worker within five working days of making a FEP placement. Upon receipt of notification from the ESW that the participant has entered a FEP placement, the eligibility worker will complete the required ADAPT screens to stop the participant's TANF payments and start the employer's stipend payments. The employer's stipend will be mailed on or about the first day of each month.

Using the Full Employment Program Communication Form (032-03-0655-00-eng), the ESW must notify the EW when a FEP placement is made and when changes occur during the placement including the need to issue a supplemental TANF payment, issue a replacement check to the employer, terminate the FEP placement, or reinstate TANF benefits upon completion of the placement.

- 2. Bonus**

- a. The bonus is a predetermined, fixed amount of \$500 paid to the employer if the participant is hired on a permanent basis at any time during the six-month placement period or within 30 calendar days after the placement has ended.**

- b. Limitations on Payments to the Employer**

- 1. No employer will be paid a stipend unless the local department of social services has a signed and completed VIEW Full Employment Agreement.**

2. The employer will receive a stipend only when the participant was paid for at least 20 hours per week or an average of at least 20 hours for the number of full weeks the agreement was in effect during that month. The EW must be notified within five days that the 20 hour minimum was not met and whether a supplemental payment should be issued to the FEP participant.
3. The employer may receive one bonus payment per VIEW participant.
4. A bonus payment cannot be issued in the same month as a monthly stipend. For example, if the last stipend payment is issued in October, the bonus will be issued in November.

7. FEP Participation

- a. The ESW will track participation by conducting a FEP follow-up by the fifth day of each month for the previous month. This is to be accomplished by contact with the employer to verify that the participant is satisfactorily continuing in the placement and is meeting the minimum requirements for the job, including working at least 20 hours per week or an average of at least 20 hours during a month.

The ESW should also discuss any concerns the employer may have regarding the participant's performance or attendance. Hours of participation will be verified by the employer's statement. In any case, monthly contact with the employer should be part of the follow-up process to insure that the employer's needs are being met, to maintain rapport with the employer, and to insure the likelihood of future FEP placements.

The employer contact may be written or verbal. In either case, the ESW must obtain the information requested on the Attendance/Performance Rating Sheet (032-03-0305-00-eng). If the information is to be obtained in writing, the ESW may provide the employer with a six-month supply of the form at the time the FEP Agreement is signed. If the contact is verbal, the ESW should record the information obtained on the Attendance/Performance Rating Sheet.

If the employer recommends the termination of the Full Employment placement, the ESW will document the reasons in the contact log for the recommendation, determine if there are grounds for sanctioning the participant, and, if grounds exist for sanctioning, send the participant a VIEW Notice of Sanction/Termination.

If grounds for sanctioning do not exist, the ESW will reassign the participant to another work activity.

- b. **ADAPT will automatically issue the stipend through month six unless cancelled by the EW. If the ESW determines that the employer was not entitled to the stipend received for the prior month, the ESW will inform the employer of his responsibility to return the check. The employer is ineligible for a stipend for any month in which the FEP participant did not work an average of at least 20 hours per week during the month. The stipend or, if the check has been cashed, a check issued by the employer should be sent to the Virginia Department of Social Services, Division of Financial Management, P. O. Box 10209, Richmond, VA 23240-0209. If a check from the employer is used to repay the stipend the employer should reference the participant and the case number on the check. If the employer does not return the check, the local department of social services may pursue civil action through their city or county attorney's office.**
- c. **The participant may work additional hours beyond the number listed on the VIEW Full Employment Agreement (032-02-0309-03-eng). Overtime hours can be required by the employer, but only to the extent that they are required of other employees with similar positions and experience.**
- d. **Whenever possible, FEP placements should begin at the first of the month. This will allow the FEP participant to receive maximum wages to prepare financially for the suspension of TANF benefits during the FEP placement. Under no circumstances can a placement begin during the last 11 days of the month. At a minimum, the participant must have worked at least one full week for at least 20 hours for the employer to qualify for a stipend.**

For example, a participant's placement begins on April 19. The employer may qualify for a stipend for each placement month (April through September). Stipends are paid on or about the first day of the month following the month of participation, e.g., May through October in this example. If the participant does not work at least one full week for a minimum of 20 hours, the employer will not receive a stipend for participation in April.

8. FEP Employer Outreach

- a. **VIEW case managers should work through existing employer networks (workforce investment boards, chambers of commerce, faith-based organizations, local business organizations, etc.) in order to locate employers who are interested in accepting a FEP placement. The ESW will schedule an interview with any employer who expresses an interest.**
- b. **The ESW will explain FEP to the employer and the advantages of entering into a FEP agreement. In addition to the reimbursement to the employer, the ESW should discuss Work Opportunity Tax Credits, the supportive services VIEW offers to help the participant be successful on the job, and the case management services in place to support the participant's efforts.**
- c. **The employer should complete a Work Site Position form (032-02-0306-00-eng). The information obtained from this form will be used to screen participants for the FEP position(s).**

- d. **If a regular employee at the FEP place of business feels that he/she has been displaced and the situation cannot be handled satisfactorily through the employer's grievance process, the Virginia Department of Social Services will act as a mediator. The employer should be informed that the form can also be obtained at the local social services agency employment services department. Once the form is completed, it is to be given to the local agency's employment services department. The employment services department will send the form and all pertinent information to:**

**Virginia Department of Social Services
7 North Eighth Street
Economic Assistance and Employment Unit
Richmond, Virginia 23219-3301**

- e. **The employer should agree to contact the ESW as soon as a FEP placement position is available.**

9. FEP Assignment

- a. **Once the agreement is signed, the ESW will meet with the participant to develop a new VIEW/TWA/Transitional Activity and Service Plan (032-02-0302-04-eng) and to arrange needed supportive services. At a minimum, the Plan must include:**
 - 1. **Name and phone number of the FEP supervisor;**
 - 2. **Place of employment;**
 - 3. **Days and hours of work, and hourly pay the participant will receive;**
 - 4. **Notice that the participant must call the FEP placement supervisor and the ESW if the participant will be absent from work;**
 - 5. **An explanation that the participant's monthly TANF benefits will be stopped for the duration of the placement, except when the participant was unable to complete the scheduled hours for a reason beyond his control, and that wages received from the FEP employer will be counted in Food Stamps.**
 - 6. **Notice that the participant has the right to appeal the suspension of the participant's TANF benefits; and**
- b. **The ESW will explain the benefits of the Earned Income Tax Credit (EITC) to the participant.**
- c. **The ESW should assist each participant in applying with the employer to receive a monthly advance EITC payment.**

10. Supplemental Payments to the FEP Participant

A supplemental payment is to be issued to the participant if monthly earned income is less than the frozen TANF benefit amount and good cause exists. Good cause includes circumstances beyond the participant's control, such as but not limited to, loss of child care, transportation, illness of the FEP participant or a family member, or another emergency situation. Good cause is determined by the ESW.

The supplemental payment to the participant will be calculated in ADAPT based upon gross earnings received in the month being supplemented.

E. COMMUNITY WORK EXPERIENCE PROGRAM (CWEP)

Community Work Experience (CWEP) provides an unpaid work placement in a public or private non-profit organization. An assignment to CWEP is appropriate for participants who need to learn or improve skills or work behaviors, or to secure a job reference, in order to find paid employment.

1. Work Site Development

Overview: In order to make the opportunities provided by CWEP available to the VIEW population, the agency will develop and maintain suitable positions at public or private non-profit organizations providing worksites. The following considerations guide the development of worksite positions:

- a. Worksite positions must provide opportunities that can be matched to client interests and abilities in order to enhance employability.
- b. Worksite positions must be located at public or private non-profit organizations which provide a useful public function. For-profit businesses or organizations cannot be worksites. Possible worksites include hospitals or other health care facilities, social service agencies and charities, environmental protection agencies, schools and colleges, libraries, urban and rural development organizations, recreational organizations, highway and transportation departments, other public or private non-profit departments, agencies or organizations.
- c. Work sites must provide reasonable working conditions and must not violate Federal, state, or local health and safety standards. The ESW is not responsible for monitoring working conditions, but must work to bring the worksite into compliance with health and safety standards, or take action to terminate the agreement with the work site if violations become known.
- d. Work sites will not be developed in response to, or in any way be associated with, the existence of a strike, lockout, or other bona fide labor dispute, or violate any existing labor agreement between employers and employees.

Guidelines:

- e. The local agency and the public or private non-profit organization to be used as a worksite will enter into an agreement that sets forth the responsibilities of each. The form, VIEW Community Work Site Agreement, will be used for this purpose and will be signed by both parties.
- f. The ESW and/or work site supervisor will complete a VIEW Work Site Position form (032-02-0306) for each position developed at a work site. The form will describe the specific duties of the position, the days and hours the position is available, and will provide contact information for the work site supervisor. The form will be signed by the ESW or other local agency contact and by the work site supervisor or other contact.
- g. The ESW will provide the work site supervisor with a written description of the expectations for supervision of a CWEP placement. The expectations for the supervisor will include, but are not limited to, the following:
 - 1. Explain the rules and expectations of the work place to the client.
 - 2. Provide a work space, and any necessary tools or supplies, in order for the client to carry out the responsibilities of the position.
 - 3. Ensure that any reasonable accommodations identified on the Activity and Service Plan are provided by the work site.
 - 4. Provide supervision and training as agreed to in the VIEW Community Work Site Agreement (032-02-0305).
 - 5. Provide immediate notification to the ESW in case of an accident, or if the participant does not come to work or does not follow the rules of the work site.
 - 6. Provide the ESW with a completed VIEW Attendance/ Performance Rating Sheet (032-02-0305) by the 5th day following the end of the report month.

2. Matching the Client to the Worksite

The goal of the VIEW Program, and of each of the VIEW allowable activities, is to increase the client's employability and help her become self-sufficient. In order to accomplish this when assigning a client to CWEP, the worker must ask the following questions in order to make an appropriate placement:

- What is the client's employment goal?
- What are her interests?
- What kind of environment will best suit her? Does she want to be in an office? Does she like working outside?
- What new skills does she need to learn? What old skills does she need to refresh?
- Does she need to learn and practice work behaviors?

- What barriers does she have that might affect a work site placement?
- What kind of work site position will appeal to her?

Once the ESW has the answer to these questions, work can begin on matching the client with a work experience position, or on developing a position for the client. The client can identify her own work site placement as long as it with a public or private non-profit organization willing to enter into a work site agreement with the agency.

3. Limitations on Work Site Assignments

- a. The participant will not be required to use her public assistance income or personal resources to pay costs incurred while participating on a work site assignment.
- b. The participant cannot be permanently placed in the position of a worker who is on sick leave, annual leave, leave without pay, or any other granted leave with or without pay. The participant cannot displace persons currently assigned to established, unfilled positions. The participant must not perform tasks which would have been undertaken by current employees or which would have the effect of reducing the work hours of paid employees.
- c. The participant will not be assigned to work sites which are totally involved in political, electoral or partisan activities. The participant may be assigned to sites developed in the office of an elected official, however the participant cannot be required to engage in political, electoral, or partisan activities.

4. Criteria for CWEP Placements

- a. A client can be assigned to CWEP immediately after the initial job search.
- b. A client whose initial job search was waived because she had previously participated in VIEW during her current 2 year period of TANF eligibility may be assigned immediately to CWEP following assessment.
- c. The initial CWEP assignment must be 6 months in length. Subsequent assignments must be for a minimum of 3 months, but can be for up to 6 months.
- d. The weekly number of hours of a CWEP assignment equal the total TANF dollar amount plus the food stamp benefit amount divided first by the federal minimum wage and then by 4.3.
- e. The number of hours of a CWEP assignment are calculated at the time of the placement and are fixed. They do not vary from week to week or month to month. They are recalculated if the client is assigned to CWEP after the initial 6 month placement, or at any time there is a change in size of the assistance unit.

- f. CWEP hours are not reduced by travel time to and from the placement. All CWEP hours are to be worked; meals and breaks can be included with hours worked or can be subtracted based on how they are treated for paid employees of the work site.**
- g. Calculation of Work Hours for TANF and TANF-UP Cases: Combine the total TANF dollar amount with the food stamp amount received by members of the TANF household. Do not include the value of food stamps received by household members who are not included in the TANF grant. Divide the total of the TANF grant plus food stamp benefits by the federal minimum wage, to determine the number of CWEP hours to be worked each month. Divide that result by 4.3 to determine the number of hours to be worked each week in the CWEP assignment.**

CWEP placements cannot exceed 32 hours a week. The weekly CWEP assignment will be reduced to 32 hours if the calculated hours exceed that number.

- h. CWEP Assignments for TANF-UP Cases: Both parents in a TANF-UP case may be placed in CWEP. In that circumstance, each will be required to participate the calculated hours. For example, if the calculation requires 25 hours of participation, and if both parents are assigned to CWEP, each individual will participate 25 hours a week and the total household participation will be 50 hours a week.**

- 5. Referral of the Client to the Work Site: After the client's hours of CWEP participation are determined, and a good work site match is made, the ESW will work with the client and the work site to schedule an appointment for the client to be interviewed for a position. The ESW will complete the VIEW Referral To Work Site (032-02-300), make a copy for the record, and give the referral to the client to take to the interview. The work site supervisor will complete the bottom portion of the form, copy it for the work site, and send it back to the ESW showing the outcome of the interview. If the work site accepts the client for the placement, the worker will proceed with putting the client in CWEP and in arranging any needed supportive services.**

If the client does not have Medicaid coverage, the worker will provide both the client and the work site supervisor with a signed copy of the Notification of Workers' Compensation Requirements and Procedures form (032-03-675) and will explain the responsibilities of all parties should there be an injury at the work site.

- 6. Concurrent Assignments: Since it is not possible for a CWEP assignment to meet the 35 hour participation requirement, all participants assigned to CWEP must also be assigned to another component that will enhance employability.**

If it is in the best interest of the participant, the CWEP assignment can be reduced by the hours the client is assigned to another work activity, as long as the CWEP assignment is at least 20 hours.

- 7. Work Site Monitoring: The ESW will provide on-going monitoring of the CWEP placement.**
- a. On-going monitoring will include a monthly review of the VIEW Attendance/ Performance Rating Sheet (032-02-0305) received from the work site supervisor by the 5th day of the month following the report month. Based on the review, the ESW will work with the work site supervisor and the client to resolve any issues affecting the placement.**
 - b. The ESW will conduct a formal reassessment with the participant every three months. In preparation for the reassessment, the worker will contact the work site supervisor to determine if the client's performance is satisfactory. If the client is not satisfactorily performing the duties of the position, the ESW will work with the supervisor to identify the specific duties not being performed, the reason for the unacceptable performance, and ways to improve the participant's performance.**
 - c. The worker will remove the participant from the CWEP placement for misconduct or violation of the work site's policies at any time based on the request of the work site.**

8. Workers' Compensation

VIEW participants not eligible for Medicaid who are participating in the CWEP component are deemed to be employees of the Commonwealth for purposes of the Workers' Compensation Act. Such persons shall be eligible for reimbursement for medical costs if the injury is covered under the Workers' Compensation Act, but shall not be eligible to receive weekly compensation.*

- a. If a claim is accepted, Workers' Compensation will pay medical costs for services provided by a panel physician as authorized by the Workers' Compensation Act for covered injuries only.**
 - (1) The VIEW participant should notify her medical provider that she is seeking attention for a workers' compensation claim and request medical providers to submit medical reports and bills for covered injuries to Managed Care Innovations (MCI).**
 - (2) MCI will review the medical report, confirm the treatment is related to a covered injury and remit payment to the medical provider for services of the covered injury.**
- b. Local agencies who assign VIEW participants not eligible for Medicaid to CWEP placements must follow these steps to ensure proper coverage in the event of an accident on the job.**

- (1) Submit the name, case number (legacy number and ADAPT case number), and Begin and End date for the individual assigned to CWEP. The CWEP Placements Without Medicaid Coverage form must be completed online at:
<http://www.localagency.dss.state.va.us/divisions/bp/tanf/forms/view.cgi>
- (2) Establish a panel of at least three physicians who agree to provide care in accordance with the requirements of the Workers' Compensation Act. A panel of three physicians must be provided in writing to participants who notify their supervisor that they wish to file a Workmen's Compensation claim. The form can be located at
<http://www.covwc.com/physicianform.php>.

For assistance in establishing a panel access the Preferred Provider Organization (PPO) website; <http://www.dhrm.virginia.gov>. From the left hand side of the screen, select Workers Comp and Safety and then from the right hand side of the screen, select Workers' Compensation PPO Network.

- c. The CWEP work site supervisor must immediately complete an Employer's Accident Report form when an accident occurs. This form can be accessed online at http://www.vwc.state.va.us/printable/form3_ear.pdf.

1. The supervisor must investigate the claim, document work place hazards/conditions involved in accident and complete 'Employer's Accident Report' based upon his investigation.
2. This form is a Virginia Workers' Compensation Commission form and is required to be submitted on tan paper.
3. List the employer as CWEP and the agency number as 997.
4. The original form must be sent to:

Managed Care Innovations
PO Box 1140
Richmond, VA 23218.

A copy must also be sent to:

Virginia Department of Social Services
Division of Benefit Programs
Economic Assistance and Employment Unit
Attn: CWEP Placements without Medicaid Coverage
7 North Eight Street
Richmond, VA 23219-3301

- d. The Economic Assistance and Employment Unit of the Division of Benefit Programs at VDSS must:**
 - 1. Maintain case names and numbers received from local agencies and provide these names to the Department of Human Resource Management (DHRM).**
 - 2. Pay premiums per individual in a CWEP placement to DHRM.**
 - 3. Maintain a file of all Employers' Accident Reports.**
 - 4. Notify the local department of social services of the disposition of the Workmen's Compensation application.**
- e. DHRM's claims administrator (Managed Care Innovations):**
 - 1. Will notify VDSS when a claim for Workmen's Compensation has been filed.**
 - 2. Contact both the injured worker and the work site supervisor for information about the accident.**
 - 3. Notify both the injured worker and VDSS home office of the disposition of the claim.**
- f. The VIEW participant must:**
 - 1. Immediately notify the work site supervisor in writing of workplace accident facts.**
 - 2. Inform the doctor when the visit is necessitated by an injury at work and that a claim for Workmen's Compensation has been filed. The doctor should submit a medical report and bills to MCI.**
- g. Workers' Compensation Hearings**
 - 1. When a request for Workers' Compensation has been denied, the VIEW participant may request a hearing. The request must be made to the Virginia Workers' Compensation Commission.**
 - 2. The Office of the Attorney General represents the state on cases in litigation. Managed Care Innovations will manage and coordinate the defense of the case with the Office of the Attorney General. Should any witnesses or supervisory testimony be required, the Office of the Attorney General will provide immediate notification.**

F. PUBLIC SERVICE PROGRAM (PSP)

The public service program (PSP) shares many of the characteristics of CWEP. It provides an unpaid work placement in a public or private non-profit organization with the goal of improving the participant's employability. Unlike CWEP, the PSP placement must provide a clearly defined public service. Examples of public service activities include court-ordered unpaid work, as well as participation in other programs or placements that benefit the community.

Public service program assignments may be made for a maximum of 35 hours, with the exception of court-ordered assignments which will be made at the discretion of the court and may be for more than 35 hours. Participants assigned to PSP for less than 35 hours must also be assigned to another work activity order to meet the 35 hour participation requirement.

The public service program is not covered by Worker's Compensation, and so PSP placements can be made only for participants with Medicaid coverage.

The development of PSP worksites, assignment and referral of participants to PSP worksites, limitations on the PSP positions, and PSP worksite monitoring follow CWEP policy, with the exception that the public service provided through the placement must be a consideration in development of the site, and must be clearly documented in the record.

G. ON THE JOB TRAINING (OJT)

On-the-job training is a type of paid employment in which an employer provides training to an employee in order to increase the employee's skills on the job.

1. The following are examples of on-the-job training that may be counted as a work activity in the VIEW Program:
 - (a) On-the-job training offered through the WIA;
 - (b) Work study offered through a community college or a four year college program;
 - (c) Apprenticeship programs;
 - (d) Paid internships offered by colleges or training providers in which the participant receives a wage or stipend for working and receiving training while on the job; or
 - (e) Sheltered workshop employment,
2. With the exception of sheltered workshop employment, an OJT position that pays less than minimum wage does not meet the definition of employment and is not a countable work activity. The minimum wage requirement is waived if the OJT position is

sheltered workshop employment. (Sheltered workshops are certified by the U.S. Department of Labor to pay commensurate wages which are based on the individual's ability to perform in relation to the performance of a person without a disability).

3. Because OJT is a type of paid employment, the participant will not be required to participate in another concurrent activity if the client works in the OJT position 30 hours per week or more and earns at least minimum wage.
4. If the hours for any OJT position are less than 30 per week, the participant must be assigned to a concurrent program activity and must meet the 35 hour participation requirement.

H. VOCATIONAL EDUCATION AND TRAINING

1. Vocational education and training is training or education designed to prepare the participant for a specific trade, occupation, or vocation. It does not include baccalaureate or advanced degree education, nor does it include ABE, GED, or ESL instruction. Examples of activities that can be classified as vocational education and training are technology, business, and health sciences programs leading to certificates in the trades, information technology, medical equipment repair, accounting administration, medical assisting, and practical nursing. Programs meeting the definition of vocational education and training are offered by a wide range of institutions including vocational-technical schools, community colleges, post-secondary institutions, proprietary schools, and secondary schools offering vocational education.

Vocational education and training is a countable activity for 12 months in a lifetime. The months of training do not have to be consecutive.

The choice of vocational education and training offered may vary in each locality, depending upon local labor market conditions.

Prior to entering vocational education and training, a participant must meet any educational or technical requirements of the occupation for which they are receiving training or be enrolled in an activity to meet the requirements.

2. Self-Initiated Vocational Education and Training
 - a) Self-initiated vocational education and training is training that meets the definition of vocational education and training that was initiated by the participant and in which the participant is enrolled at the time of initial assessment.
 - b) Participants who enroll into training programs prior to coming into VIEW will be required to meet the requirements of the program.

- c) The ESW will use the following procedures to approve self-initiated training:**
 - (1) All recipients who are enrolled in self-directed training must have their training approved by the ESW in order to pay for needed supportive services. If the training is not approved, supportive services cannot be provided.**
 - (2) The ESW will complete an Assessment form, an Agreement of Personal Responsibility, and an Activity and Service Plan for each participant prior to approving the self-initiated training.**
- d) If child care is needed, the ESW will notify the child care staff of the approval or disapproval of the self-initiated training. Child care staff will not authorize child care in cases in which the ESW has not approved the self-initiated training.**
- e) The training must be for jobs available or likely to become available in the community.**
- f) If grades have been issued for the training activity, the participant must have met the satisfactory progress requirements of the provider.**
- g) If the participant is already enrolled in training which will require more than two years to reasonably complete, the participant may be allowed to continue in the activity if she is satisfactorily progressing but will be ineligible for a Hardship Exception based on a one year extension for training.**
- h) The participant must also meet the conditions described in the section 1000.17 regarding satisfactory attendance and progress.**

1000.14 – Program Component – Non-Core Work Activities

Hours assigned to non-core activities are used in the calculation of the participation rate only after the minimum 20 hour assignment to a core activity has been met.

A. JOBS SKILLS TRAINING

Jobs Skills Training is general training that prepares an individual for employment, or job specific training required by an employer in order to obtain, keep, or advance in a specific job or occupation, or training needed to adapt to the changing demands of the workplace.

Job skills training may include courses such as keyboarding, or computer literacy, or training in a specific software application. It may also include language instruction for participants who have a high school diploma or GED, or unpaid practicums or internships offered by college or training programs.

The choice of job skills training offered may vary in each locality, depending upon local labor market conditions. However, job skills training must have a direct relationship to employment as described above.

Prior to entering job skills training, participants must meet any educational or technical requirements of the occupation for which they are receiving training or be enrolled in an activity to meet the requirements.

B. EDUCATION BELOW THE POST-SECONDARY LEVEL

Education below post-secondary is an allowable program activity for participants who have not received a high school diploma or GED certificate and whose employability would be enhanced by additional education. It includes ABE, GED, and ESL programs as well as secondary school and may be offered in non-traditional as well as traditional settings.

1. Educational Activities

- a. Participants assigned to this component will be those identified as needing certain educational activities to become ready for further education, training or job entry. Participation in education programs below the Post-Secondary level will be limited to one year. Instruction in these activities may be provided in nontraditional educational settings, e.g., accredited correspondence or interactive satellite transmitted courses. The necessary verification and documentation is still required.
- b. Educational activities are defined as basic and remedial education that will provide an individual with a basic literacy level equivalent to at least grade 8.9.
 - (1) education designed to prepare individual for a high school degree or its equivalent (GED).
 - (2) Community based literacy programs that provide education activities for individuals who require remediation to acquire a grade 8.9 literacy level.

- (3) Education in English proficiency (ESL) for a recipient who does not understand, speak, read or write the English language.
2. Limitations
 - a. Educational activities can only be provided in conjunction with a work activity during the participant's two year time period.
 - b. Participants who enroll into education prior to coming into VIEW will be required to participate in a concurrent work activity
 - c. Participants will not be assigned to an educational activity which cannot be reasonably completed within one year of participation.

1000.15 – Program Components – Other

Hours assigned to other activities – post-secondary education or other locally developed – are not used in the calculation of the participation rate.

A. POST-SECONDARY EDUCATION

- 1) **Post-Secondary education is formal instruction at an institution of higher education leading to an associate degree or a baccalaureate degree. Instruction in these activities may be provided in nontraditional as well as traditional settings.**
 - a) **Limitations**
 - (1) **Post-secondary activities will be limited to a period of twenty-four months. Participants will not be assigned to an educational activity which cannot be reasonably completed within a twenty-four month period of participation. The assignment to post-secondary cannot exceed the number of months remaining in the 24 month period for a former VIEW participant returning to the program. The ESW must advocate for immediate accommodations from the education provider if needed as a result of a verified disability or as a result of the verified disability of a family household member.**
 - (2) **The post-secondary education must be related to the jobs which are available in the community or are projected to become available in the community.**
 - (3) **Participants referred to post-secondary activities, must have a high school diploma or GED prior to beginning the curriculum.**
 - (4) **Participants with a Certificate, Associate or Baccalaureate degree will not be offered additional post-secondary education. These participants are considered to have the education and ability needed to obtain employment.**
 - (5) **Reimbursement for tuition, books and fees will be made for only the twenty-four month period unless the participant has been granted a hardship exception of up to one year to enable the participant to complete employment-related education. The participant must apply for all available sources of funding including Pell grants, scholarships, work study or other sources.**
- 2) **Self-Initiated Education**
 - a) **Self-initiated education is education initiated by the participant, and in which the participant is enrolled at the time of the initial assessment. For purposes of this component, the education must be in an institution of higher education that results in an associate or baccalaureate degree.**

- b) **The following procedures will be used by the ESW to approve self-initiated education:**
- (1) **All recipients who have self-initiated in education must have the education approved by the ESW in order to pay for supportive services.**
 - (2) **If child care is needed, the ESW will notify the child care staff of the approval or disapproval of the self-initiated education. Child care staff will not authorize child care in cases in which the ESW has disapproved the self-initiated education.**
 - (3) **The education must be for jobs available in the community or are projected to become available in the community.**
 - (4) **Participants, for whom grades have been issued, must have a "C" average in order to have the self-initiated education approved.**
 - (5) **If the participant is enrolled in education which will require more than two years to reasonably complete, the participant may be allowed to continue in the activity if she is making satisfactory progress. However, the participant will not be eligible for a Hardship Exception based on the extension of education for up to one year beyond the two-year time period.**
 - (6) **The participant must also meet the conditions described in section 1000.17 regarding satisfactory attendance and progress.**

B. OTHER LOCALLY DEVELOPED ACTIVITIES

Other locally developed activities are activities developed or used by a local agency to increase a client's employability, but which do not meet the definition of a core or non-core activity, or of post-secondary education. Assignments to other locally developed activities cannot be included in the participation rate calculation.

1000.16– Program Component - Non-Active Assignments: Inactive and Pending

There are some situations in which a VIEW participant cannot be assigned or reassigned to an active component immediately.

- A. Such situations include, but are not limited to, the following:
1. The local agency determines that transportation or other needed supportive services are unavailable.
 2. Neither the participant nor the agency is able to make child care arrangements.
 3. The ESW has requested a reevaluation of the client's exempt status and is awaiting a response by the EW.
 4. The start of the activity to which the client is to be assigned has been delayed.
 5. The participant states that she has a medical or mental health problem that will prevent participation. The participant will be given a Medical Evaluation to be completed by a physician documenting the medical or mental health condition.
 6. The participant has a family crisis or a change in individual or family circumstances, such as the death or illness of a spouse, parent or child, a family violence situation, or other time-limited situation not of the participant's own making that would affect participation.
 7. The participant is receiving health, mental health, or substance abuse treatment or rehabilitation services which prevent participation in an active component. Verification is required that participation in the treatment or rehabilitation program is necessary and that the client is participating as required.
 8. The participant has a verified disability and needs services, supports or accommodations to participate in an active component, but those services, supports or accommodations are unavailable.
 9. Screening indicates that the participant has a potential disability that will affect participation in an active component but the agency is unable to obtain an assessment by a qualified professional.
- B. If the VIEW participant must be assigned to a non-active component, the agency will take into consideration the anticipated time before an active assignment can be made, and the reason assignment to a non-active component is necessary.
- C. Assignments to Inactive are limited to 30-days and can be extended only once for a consecutive total of no more than 60 days. (Under exceptional circumstances, the agency may assign the client to inactive for a third time with the written approval of the VIEW supervisor. A copy of the signed approval and an updated Activity and Service Plan should be sent to the agency's TANF/VIEW Field Consultant). Assignments to Inactive stop the VIEW clock and should be considered when the situation is not the result of the client's action or inaction.

- D. Assignments to Pending may be made for up to 60 days but should not be extended. Assignments to Pending do not stop the VIEW clock and count toward the client's 24 month time limit. Pending assignments should be considered when the situation preventing assignment to an active component is the result of the client's action or inaction.**
- E. The ESW will document in the case record the reason for the assignment to Inactive or Pending. The worker will outline in the record the plan of actions and anticipated timeframes developed with the participant to resolve the issues related to the non-active assignment. The worker will make referrals, provide supportive services including child care or transportation, or otherwise assist the participant as necessary so that the client can participate actively in VIEW. These referrals or other assistance will be included in the plan developed with the client and will be documented in the case record.**
- F. At the end of each 30 day assignment to Inactive, or up to 60 day assignment to Pending, the participant's status will be reviewed and the Activity and Service Plan updated.**

1000.17 – Monitoring Satisfactory Attendance and Progress

Satisfactory progress must be monitored for all education or training assignments – vocational education and training, job skills training, education below the post secondary level, and post-secondary education. ESPAS must be updated as appropriate to reflect progress.

- A. Satisfactory attendance and progress is measured according to the attendance and satisfactory progress policies developed by the education or training provider and approved by the local social services agency.
 - 1. In the case of education below the secondary level, satisfactory progress is defined as one grade level increase for every three months of participation.
 - 2. In the case of secondary education, satisfactory progress is defined as maintaining a “C” average for each grading period and completing the number of credits needed each grading period to successfully complete the degree in the two year time period.
- B. The ESW will monitor the participant to assure that she is making satisfactory progress. Satisfactory progress is used to assess the continued appropriateness of the education or training component.
- C. The ESW will examine and maintain in the participant’s case record copies of attendance records, certificates, diplomas and grades.
- D. Education and training providers will complete an Attendance/Performance Rating Sheet each month. The client may complete the attendance sheet if it is signed by the instructor or another school/training program official.
- E. The ESW will contact the instructor to determine if the participant is satisfactorily progressing and to determine if the participant will successfully complete the activity within the two-year limit on TANF eligibility. Documentation of these discussions will be kept in the contact log.
- F. Documentation of satisfactory progress will be made every three months. In the case of post-secondary education, the participant’s progress will be monitored at a time consistent with the institution’s schedule, e.g. at the end of a semester or quarter.
- G. If a participant is not making satisfactory progress, the ESW will meet with the participant to discuss the lack of progress. A determination will be made as to whether the participant should continue in the component or be assigned to another component.
- H. If it appears to the ESW and the education or training instructor that the individual may have a cognitive, developmental, learning or other disability that is impeding her progress, the participant will be screened for learning disabilities if screening has not yet been done. If the screening indicates that the participant is likely to have a learning or other disability, the individual will be referred for an in-depth evaluation. If it is determined that the participant has a verified disability, and there are reasonable accommodations that would help the individual progress in the program, the ESW will work with the individual and education or training provider to put such accommodations in place.

- I.** If neither the ESW nor the instructor believes that there is any likelihood that the individual has a disability that is impeding progress, or if the individual is referred for screening/evaluation and the possibility of a disability is ruled out, or if the participant refuses to undergo screening or evaluation, the worker and instructor will discuss placement of the participant into another activity that may better facilitate the participant's job readiness.
- J.** A participant who has not made satisfactory progress after six months of participation in an education or training component (two consecutive grading periods in the case of post-secondary education) will be reassessed and assigned to another component which she can be expected to satisfactorily complete. No participant will be allowed to continue in a below post-secondary education component if she has not made a grade level change by the end of the initial six months in the component.
- K.** Participants will not be assigned to education or training which requires more than 24 months to complete. (Self-initiated education or training may be approved even though the completion date extends past the 24 month period of TANF eligibility. See 1000.7.H and 1000.15A.) Approval of a second year of education or training will be made only if the participant can be expected to complete the education or training during the 2nd year, had made satisfactory progress during the first year of education or training, and was enrolled full time.
- L.** Vocational education and training is subject to a lifetime limit of 12 months; it cannot be extended for a 2nd year.
- M.** A participant who has successfully completed a training program will not be offered additional training unless she meets one of the following conditions:

 - 1.** There are no jobs in the community for the occupation in which the participant completed training, nor are there jobs projected in the future for the occupation, or
 - 2.** The participant needs additional training in the occupation in order to become licensed or certified, and certification or license is needed to obtain a job in the occupation

Every effort should be made to work with a participant who has already successfully completed a training program to find employment in the occupation for which she has been trained.
- N.** A participant who has been enrolled in more than one training component while in the VIEW program, and who did not successfully complete the activities for reasons solely within her control, will not be assigned to another training component.

1000.18 - Job Follow-Up**Job Follow-Up**

- A. Job follow-up is provided to all VIEW participants for a minimum of six months once they find full or part-time employment. Job follow-up is a monthly activity and is carried out each month for each employed VIEW participant with an open TANF case. Job follow-up will continue for up to 24 months if the participant is employed throughout her VIEW participation and the TANF case is still open.**

Follow-up will continue once the TANF case has closed if the minimum six contacts have not been made. The VIEW enrollment will remain open in ESPAS during the follow-up period. (See 1000.22, Transitional Supportive Services, for information about services available to working clients once the TANF case is closed, including the VIEW Transitional Payment (VTP), and follow-up requirements related to those services. Regular VIEW follow-up will end if the client begins receiving a VTP).

Job follow-ups must be made on or after the last day of the employment month and entered into ESPAS by the 15th of the following month. For example, the client begins employment on October 25th. The first follow-up will be made on or after October 31st and the data will be entered in ESPAS by November 15th. The second follow-up will be made on or after November 30th and the data will be entered in ESPAS by December 15th.

Whenever possible, the first follow-up contact will be a face-to-face meeting between the worker and the client. All other follow-up contacts may be completed by telephone or face-to-face. The date and result of the contact will be recorded on the Job Follow-Up Contact – Current VIEW Participants form (032-03-0403-eng). If the client does not have a telephone or cannot be reached, the ESW will mail the client the VIEW Job Follow-Up form (032-03-0402-00-eng) and record the date mailed on the Job Follow-Up Contact form.

Follow-up calls should be made between the last day of the month and the 5th of the next month so that any VIEW Job Follow-Up forms which have to be mailed can be returned by the client and follow-up entered into the ESPAS system by the 15th.

Clients for whom the follow-up contact could not be successfully completed by telephone, and who are sent but do not return the VIEW Job Follow-Up form, will be referred for sanction if the TANF case is still open. If the client complies with program requirements and responds to the job follow-up request prior to the implementation date of the sanction, the sanction will not be imposed.

- B. Job follow-up consists of two separate activities: on-going client contact to support job retention and career advancement, and wage verification.**
- 1. Client Retention Follow-up: The basic purpose of job follow-up is to assist the client in resolving any problems that may affect her employment. This purpose can best be achieved through a conversation with the client in which problems can be discussed. Problems may relate directly to the job, or may involve difficulties in other areas of the client's life.**

Additionally, job follow-up provides the worker the opportunity to help the client in the area of career advancement – either with her current employer or through a move to a new position. Specific services which may be provided include:

- a. job retention counseling
 - b. career exploration focused on employment with better wages, hours, benefits, or other factors that make a job a better fit for the client and lead to increased self-sufficiency
 - c. referrals to other program activities including education or training
 - d. provision of job leads or other resources for additional job search
 - e. work-related workshops or seminars
2. **Wage Verification:** The client's hourly rate of pay and number of hours of employment per week must be verified by the first job follow-up. Verification may consist of information from the EW based on employer verification, pay stubs, wage forms, or direct contact with the employer by the ESW. The VIEW record should contain a copy of any wage and hours verification in the TANF record.

The hours and rate of pay verified at the first follow-up will be entered into ESPAS at that time. They will remain unchanged at the time of the 2nd, 3rd, 4th, 5th, and 6th monthly follow-ups unless a change is reported by the client.

If the client continues to have an open TANF case, the worker will schedule a face-to-face reassessment for the 6th month of follow-up and will again verify the hours and rate of pay at that time. That information will be entered into ESPAS at the time of the follow-up in the 7th month, and when the 8th, 9th, 10th, 11th, and 12th follow-ups are made unless a change is reported by the client. The same procedure will be followed at the time the client has the next face-to-face reassessment in the 12th and 18th months of participation.

B. There are three possible outcomes to a job follow-up contact:

1. The participant is employed
2. The participant has left employment
3. The ESW is unable to contact the participant, or the participant does not respond to the job follow-up contact

Job follow-up information is recorded in ESPAS as well as on the Job Follow-Up Contact – Current VIEW Participants form. The ESW may also document follow-up information on the contact sheet or in the narrative.

Example 1: The VIEW client becomes employed effective October 4th. Complete a new Activity and Service Plan showing the client's employment and outlining her responsibilities regarding monthly follow-ups. Enter the employment, wages, and hours information into ESPAS. This action will result in the client's name being added to the monthly Job Follow-Up Report beginning with month 2.

A face-to-face meeting or follow-up call will be made between October 31st and November 5th which will focus on job retention and career advancement. The ESW will complete the Job Follow-Up Contact form documenting the meeting or the call. If the wage and hours verification was not made at the time the employment information was entered into ESPAS, the ESW will verify that information at the follow-up.

The ESW receives notification that the TANF case will close effective December 31st. Reverify employment prior to the TANF closure date to determine eligibility for a VTP payment. If the reverified employment shows that the client will not be eligible for VTP because she is working less than 30 hours per week, for instance, enter the December follow-up information in ESPAS and continue doing regular VIEW job follow-ups until the required six minimum follow-ups have been completed. (See policy at 1000.22 for information regarding eligibility criteria for VTP).

Example 2: The situation is the same as outlined above, but when the ESW reverifies employment prior to the TANF closure date of December 31st, the client is found eligible for a VTP payment. The ESW enters the December follow-up information in ESPAS on or after December 31st. (The ESPAS enrollment must not be closed prior to the effective date of the TANF closure).

The ESW will open a VTP enrollment in ESPAS on or after January 1, enter the employment with a January 1 start date. (See policy at 1000.22 for instructions regarding VTP follow-up contacts). Regular VIEW job follow-ups end when VTP follow-ups begin. Regular VIEW follow-ups made while the client had an open TANF case do not count toward the required number of VTP follow-ups. The regular VIEW enrollment will then be closed in ESPAS and VTP follow-ups will begin with the VTP enrollment.

1000.19 - REASSESSMENT

Reassessment provides the ESW and the participant the opportunity to review the participant's progress in the VIEW program and address any problems which may present an obstacle to full-time employment. The reassessment will identify the reason the participant was unable to obtain full-time unsubsidized employment and the ESW will assist the participant in resolving the identified barriers, including barriers which may be disability-related.

If there is a reason to believe that the participant's failure to find full-time employment is related to a disability, the worker may offer screening, and if the screening identifies that the individual is likely to have a disability, will offer an in-depth evaluation, to identify the nature and severity of the disabilities, the individual's limitations, and any accommodations needed. The individual's Activity and Service Plan will be revised to reflect this information.

The ESW will conduct a reassessment whenever the participant leaves or completes an assignment. Reassessments may be completed prior to the end of the current assignment to ensure that participants are placed in new activities immediately after the end of an activity. (For example, if an assignment is scheduled to end 1/15, the ESW can schedule the reassessment appointment to take place prior to 1/15). In all cases, the reassessment must be completed no later than one week following the end of an assessment. New assignments will be scheduled to begin no later than two weeks after the reassessment and immediately, if possible. Prompt reassessment and reassignment will reduce the "down" time between activity assignments and will positively affect the agency's participation rate.

The ESW must conduct a face-to-face reassessment interview with the participant following the completion of the initial Job Search. All subsequent reassessments may be completed through a face-to-face interview or by phone but, in all cases, the ESW must conduct a face-to-face interview with the participant at least every six months.

If the reassessment is conducted by phone, the ESW should document the case file specifying the date on which the new A & S Plan was discussed and agreed to by the participant, mail the participant a copy of the A & S Plan to sign and return, and key the new assignment information into ESPAS. The Activity and Service Plan is valid even if the client does not return a signed copy. The participant should be advised that the new program assignment must be carried out even if she does not return the signed A & S Plan.

1000.20 - SANCTIONS

A sanction is the suspension of the household's entire TANF grant for program noncompliance. Food Stamp benefits may also be affected.

All TANF and TANF-UP recipients who are determined eligible for the VIEW Program and have already signed an Agreement of Personal Responsibility are required to participate in VIEW. Recipients are subject to sanction if they fail to participate without good cause.

A. Good Cause for Failure to Participate

- 1) When a client is not in compliance with VIEW, the agency must attempt to contact the client by phone to encourage participation, explore good cause, and/or notify the client of a possible sanction. In addition, the VIEW Notice of Sanction/Termination may be sent. If the ESW determines that the participant did not have good cause or is unable to contact the participant, an Advance Notice of Proposed Action must be sent to the client. The ESW will immediately send a written communication form to the EW to send the notice. The communication form will include the non-compliance act. The EW will send the ANPA within three working days of receipt of the notification from the ESW. The EW will send a copy of the Advance Notice of Proposed Action to the ESW for the case record. The client has 10 days from the date of the notice to contact the ESW to show good cause. Any documentation to confirm good cause must be presented in this time period.
- 2) A participant who has good cause for noncompliance will not be sanctioned. Good cause will exist if:
 - a) The participant's inability to fulfill program requirements is due to circumstances outside her control or is the result of a change in circumstances over which the participant had no control. This includes but is not limited to situations in which the reason for the participant's non-compliance was that the participant had a disability or a family household member had a disability that was not identified or was identified but not addressed. The worker must allow the client 30 days to verify the disability prior to referring for sanction.
 - b) Acceptable child care is not available when necessary for an individual to accept employment or enter or continue in the program. To be acceptable, the child care must meet all of the following criteria:
 - (1) The child care must be arranged:
 - (a) by the participant, or
 - (b) if the participant can not arrange for the child's care, it must be arranged by the local department of social services with a legally operating provider;
 - (2) The child care must be within a reasonable distance from the participant's home or work site. This means that the travel time from the child's home to the child care provider and the work site is generally no more than one hour, based on transportation available to the parent;

- (3) The child care arrangements must be affordable. This means the cost of the child care is less than or equal to the payment amounts specified in the Child Care Services policy (Volume VII, Section II, Chapter D); and
- (4) If the child care is with a relative, it must meet the requirements for relative care in the Child Care Services policy (Volume VII, Section II, Chapter D).

The participant is responsible for demonstrating that she is unable to find child care for one or more of the above reasons. The local agency is responsible for determining if the information provided substantiates that needed child care that meets the above criteria cannot be arranged. The ESW must consult with the Child Care worker in evaluating whether a sanction is appropriate.

- c) Accepting employment would result in a net loss of cash income for the assistance unit. Net loss of cash income would result if the family's gross earned income, less necessary work related expenses, was less than the recipient's TANF check she was receiving at the time the offer of employment was made.
- 3) The good cause investigation consists of an evaluation of information in the case record. When there has been no recent contact with the participant, efforts will be made to determine if the participant has contacted the ESW to discuss the problem, given a reason for not attending an ESP interview, or for not completing an assignment, or having not kept any program related appointment.
- 4) A reasonable effort will be made to contact participants who are unable to read. The worker must document that an attempt by telephone or a personal contact has been made prior to referring the case for sanctioning.

The purpose of this contact is to ensure the participant understands the mandatory nature of the program and has an opportunity to explain the reason for noncompliance.

- 5) Prior to imposing a sanction, the supervisor must review the circumstances of the proposed sanction to ensure that the participant has been screened for disabilities or screening has been offered and refused, reasonable accommodations have been provided if needed, and the agency has attempted to notify the client verbally. The supervisor must not approve the sanction if any of these steps have not been taken. The supervisor or designee must sign the VIEW Non-Compliance Checklist. The completed checklist must be placed in the case record.

B. Refusal to Participate

Refusal to participate occurs when a participant either:

- 1) Overtly chooses not to cooperate; or
- 2) Fails to carry out her prescribed VIEW activities without good cause.

C. Reasons for Applying VIEW Sanctions

The following are reasons for applying VIEW sanctions:

- 1) Failure to report for reassessments, job interviews or other required interviews;
- 2) Failure to actively participate in any VIEW component or activity or to complete requirements designated in the Agreement of Personal Responsibility or Activity and Service Plan, the local Employment Services Plan and State policy. This includes failing or refusing to complete and/or return forms or provide other information by the required date;
- 3) Failure to accept bona fide job offers. A bona fide job offer is an actual job offer given in good faith without dishonesty, fraud or deceit. The job offer must:
 - a) not be beyond the physical or intellectual capabilities of the participant;
 - b) provide at least federal minimum wage or the prevailing wage for an occupation not covered by minimum wage standards.
- 4) Termination of employment without good cause. A sanction will be imposed in the following circumstances:
 - a) removal from a community work experience or public service program work site for misconduct or violation of employer rules governing the work site;
 - b) termination from unsubsidized or subsidized employment by the employer due to problems with attendance and/or performance or inappropriate behavior, without good cause;
 - c) non-participation for the assigned hours in a component other than FEP. Participants in FEP will only be sanctioned if the employer requests that the participant's placement be terminated;
 - d) quitting a job, refusing a bona fide offer of increased work hours, or requesting a reduction in work hours without good cause, including FEP.

D. Documentation Required for Failure to Report for Assessment, Reassessment, Job Interviews or Other Required Interviews;

- 1) Correspondence advising the participant of the scheduled interview. The required contents of this correspondence are described at 1000.8.
- 2) The Activity and Service Plan (unless the recipient fails to appear for assessment, or appears but refuses to participate in the assessment) identifying the VIEW activity to which the participant was assigned and any actions required by the participant.

- 3) **Contact log documenting all contacts with the participant.**
 - 4) **A copy of the communication form sent to the EW to sanction/terminate the case.**
- E. Documentation Required for Failure to Report to or Complete Education, Job Skills Training, Full Employment Program, Job Readiness, or Job Search.**
- 1) **An Activity and Service Plan form showing that the participant was assigned to Education, Full Employment Program, or Job Search and stating the actions required by the participant.**
 - 2) **Any letters and phone calls which may have been made prior to the scheduled activity (such contacts are not required by policy).**
 - 3) **Any referrals to the education, training or service provider, or employer.**
 - 4) **Contact log documenting all contacts with the participant.**
 - 5) **Any records of participant's performance or progress in an activity.**
 - 6) **Any records of participant's attendance or the Attendance/Performance Rating Sheet.**
 - 7) **A copy of the communication form sent to the EW to sanction/terminate the case.**
- F. Documentation Required for Failure to Report to or complete a Work Experience, Public Service Program, or Full Employment Program Assignment**
- 1) **Activity and Service Plan showing that the participant was assigned to Work Experience, Public Service Program, or Full Employment and stating the actions required by the participant.**
 - 2) **Referral to Work Experience/Full Employment Site form.**
 - 3) **Work Experience Attendance and Performance record/Employee Rating Form.**
 - 4) **Contact log documenting all contacts with the participant.**
 - 5) **A copy of the communication form to the EW to send the Advance Notice of Proposed Action.**
- G. Documentation Required for Failure or Refusal to Accept a Bona Fide Job Offer**
- 1) **Description of the job offer and the circumstances surrounding the refusal including an analysis of whether the job offer met the definition of a bona fide job offer.**
 - 2) **All contacts with the employer.**
 - 3) **Contact log documenting all contacts with the participant.**
 - 4) **A copy of the communication form sent to the EW to sanction/terminate the case.**

H. Documentation Required for Termination of Employment, Reduction in Wages or Refusal of a Bona Fide Offer of Increased Work Hours

- 1) Description of the job and circumstances surrounding the termination of employment, reduction in earnings or refusal of increased work hours.
- 2) Contact log documenting all contacts with the participant.
- 3) A copy of the communication sent to the EW to sanction/terminate the case.

I. Advance Notice of Proposed Action to Sanction/Terminate

- 1) This notice is sent to participants who do not comply with the VIEW program requirements. It provides notification that the TANF benefit will be terminated.
- 2) Upon determination to sanction the client for noncompliance, the ESW will send a communication form to the EW to send the ANPA. The communication will identify the act of noncompliance.
- 3) The ANPA will inform the participant of the specific requirement which was not met, and advise the participant to contact the ESW within 10 days from the date the Notice was mailed in order to establish good cause and prevent suspension of the TANF grant.
 - a) The Notice will give the participant at least 10 days from the date the ANPA is mailed to provide good cause.
 - b) If the participant does not respond to the ANPA by the date given, she will be sanctioned.
 - c) If the participant responds to the ANPA, the information becomes part of the documentation needed to determine if the sanction will be imposed. If the participant does not present good cause, she will be sanctioned.

J. Sanction Procedures

- 1) In agencies in which both the VIEW program and TANF benefits are not managed by one case manager, the ESW will advise the EW that a sanction is required, when to impose a sanction, and which sanction to impose. An automated message is sent to the EW via the automated system to impose the sanction or a manual communication may be sent. The EW will send the participant the Advance Notice of Proposed Action to affect payment which explains the reason for the sanction, the amount of benefit reductions to be imposed, and the duration of the sanction.
- 2) For the purposes of recording and establishing sanctions, the sanction period begins on the date the participant was in noncompliance. This date is recorded in the automated system by the ESW. The effective date on the Advance Notice of Proposed Action is the beginning of the sanction period for purposes of suspending assistance.
- 3) The sanction will be imposed the first month following the month in which the case was referred for sanctioning, if administratively possible. If not, the sanction will be imposed the following month.

- 4) In an open TANF case, if the recipient terminates employment, the EW may obtain the information first. If so, the EW will notify the ESW. The ESW will contact the employer and/or participant to determine if sanctioning is appropriate.
- 5) If a non-parent caretaker is subject to a VIEW sanction, the caretaker is to be removed from the assistance unit and the VIEW enrollment closed.

K. Sanction Periods

A TANF or TANF-UP recipient will have her TANF benefits suspended for the following periods:

- 1) For the first failure to comply, the sanction will continue for at least one payment month or until the participant complies whichever is longer.
- 2) For the participant's second failure to comply, the sanction continues for a minimum of three consecutive months or until the participant complies whichever is longer.
- 3) For any subsequent failure to comply, the sanction continues for a minimum of six consecutive months, or until the participant complies.
- 4) A participant may perform a verifiable act of compliance during the fixed sanction period. The TANF money payment; however, will not be reinstated until after the fixed period.
- 5) The months during which the participant is sanctioned will count toward the two year time period limitation. The "VIEW Sanction Reminder Notice" (032-03-643) will be generated by ADAPT 15 days prior to the end of the minimum time period for the sanction. A second notice will be generated 90 days after the first notice is sent. The notices will be sent to the local agency's printer. The agency will send the letters to the participants. The notice can be located on the intranet (www.localagency,dss.state.va.us).
- 6) When an individual is receiving TANF and the category changes to TANF-UP or vice versa, the sanction count continues. For example, if an individual is sanctioned in a TANF case and the category changes to TANF-UP, the original sanction continues and must run its course in the TANF-UP case. Any new sanctions the individual incurs as a recipient of TANF-UP count as being in addition to the sanctions the individual received while being required to participate as a TANF case. If the sanctioned individual leaves one TANF-UP assistance unit and becomes a member of another TANF-UP assistance unit, the sanction will follow that individual. The sanction will not remain imposed on the assistance unit the individual left. Only one assistance unit at a time will incur a sanction created by the same individual.
- 7) The ESW will advise the EW of the effective date on which to lift a sanction. Sanctions cannot be lifted during the fixed period. After the fixed period has ended, the date entered into the automated system which will lift the sanction will be the date the participant complied. The ESW will wait until the participant actually complies before notifying the EW to lift the sanction.

- 8) **The EW will impose the sanction even if a participant becomes exempt after the Advance Notice of Proposed Action has been sent to the recipient. There are three exceptions to this rule:**
- a) **If it can be established that the participant actually became exempt during the time she was required to participate, and verification is received before the sanction is imposed, the EW will not impose the sanction. However, this information must be communicated in writing to the ESW for final determination.**
 - b) **If the participant in a first sanction period obtains and verifies full-time employment (at least 30 hours per week and at least minimum wage) prior to the effective date of the proposed sanction, the EW will not impose the sanction. The ESW must advise the EW of this information.**
 - c) **If a participant becomes exempt after the end of a minimum sanction period, the sanction will be lifted as of the date the individual verified the exemption.**
- 9) **If an individual changes assistance units, the sanctions received in prior assistance units follow the individual. In other words, changing assistance unit does not remove the sanction from the individual's past record. For purposes of recording sanctions in the automated system, the sanction information should be entered on the referral record for the individual who incurred the sanction. Example: TANF-UP household with two mandatory participants. Caretaker 1 is referred for sanction. Caretaker 2 remains in compliance. The sanction referral data is entered only on the service supplement for caretaker 1 and that supplement is closed. In order to provide ongoing services to the other participant, that supplement would remain open.**
- 10) **The following guidelines are used for food stamp participants subject to sanction:**
- a) **In order to sanction a participant's food stamp benefits, there are three conditions which must exist. The conditions are:**
 - (1) **the agency must operate the Food Stamp Employment and Training Program (FSET);**
 - (2) **the participant is not otherwise exempt from FSET; and**
 - (3) **the VIEW requirement with which the participant does not comply is comparable to a requirement in the FSET program. Comparable means the same components and activities exist in the VIEW and FSET. Comparability does not exist when the TANF benefits are terminated because the VIEW participant refuses to sign the Agreement of Personal Responsibility.**
 - b) **For purposes of comparison, VIEW activities and FSET activities are comparable except that FEP does not exist in FSET.**
 - c) **If all the conditions exist, the ESW must notify the Food Stamp EW that the participant is to be sanctioned.**

- (1) If the participant to be sanctioned is the head of the household, the food stamp benefits of the entire household will be sanctioned for one month for the participant's first food stamp failure to comply under VIEW, three months for the second failure and six months for each subsequent failure.**
- (2) If the participant to be sanctioned is not the head of the household, only the participant will be deleted from the food stamp household. Her entire income, however, will still be reflected in the calculation to determine the allotment of the remaining household members.**

Note: Because of a number of factors, including differences in TANF and food stamp policy implementation time frames, sanction periods for TANF and food stamps may not be in alignment. Example: A participant could be in his second VIEW sanction and his first food stamp sanction.

- d) If the VIEW requirement is not comparable to an FSET requirement and a VIEW sanction is imposed, the EW will consider that the participant has lost her exemption status for FSET (the participant was exempt from FSET due to referral to VIEW) and the participant must register for FSET unless otherwise exempt.**

1000.21 - COMPLIANCE

- A. Compliance occurs when the participant who failed to comply and has been sanctioned performs a verifiable act of compliance to lift the sanction during or after the fixed sanction period. A verifiable act of compliance for the participant will be either continuing in, or completing an assigned activity.**

If the TANF case is closed during the sanction period, the act of compliance may be met during the pending status of a reapplication. If the individual is applying for food stamps as well as TANF, the TANF sanction is not necessarily cured by complying with FSET requirements. The individual must complete an act of compliance that matches the reason for the VIEW sanction. If that action is no longer available or appropriate, any other verifiable act of compliance deemed acceptable by the ESW will cure the sanction. This determination should be made on a case-by-case basis.

Supportive services may be provided to a participant during the time she is performing a verifiable act of compliance. Ongoing supportive services may also be provided to the other mandatory participant in a TANF-UP household who has continued to comply even when the sanctioned participant remains in the fixed period of sanction. Reasonable accommodations must be provided to individuals with verified disabilities during the time they are performing verifiable acts of compliance and to make it possible for individuals to perform verifiable acts of compliance.

- 1. Verified employment, of at least 10 hours per week at minimum wage or greater and continuing for a minimum of 2 consecutive weeks represents a verifiable act of compliance for all situations. The participant is still required to comply with other program requirements in conjunction with employment when applicable. In the case of a sanction, the client must still be employed at the end of the fixed sanction period in order for the employment to cure the sanction.**
- 2. A verifiable act may be defined in these situations as follows:**
 - a. For failure or refusal to report for an appointment or required interview - keeping another scheduled appointment or interview. (Excluding the initial assessment interview.)**
 - b. For failure or refusal to complete and/or return forms or other information to the agency by a required date - returning and/or completing the required form or other information.**
 - c. For failure or refusal to begin, to continue in or participate in an assigned activity - beginning, continuing in or participating in an activity for up to two weeks to show a good faith effort to comply.**
 - d. For failure or refusal to complete an assignment to a program activity - completing an assignment.**
 - e. For failure or refusal to obtain or accept employment – if the client obtains employment during the sanction, the employment must be maintained through the end of the sanction period.**

- f. If the assignment from which a participant has been sanctioned is no longer available or appropriate, compliance may consist of participating in or completing a different activity.**
- B. Once the participant has performed a verifiable act of compliance, the sanction is lifted retroactive to the date the participant complied. The Activity and Service Plan should reflect the activity the client is to complete in order to comply and the date by which the activity is to be completed.**

The date of compliance for an appointment or an interview is the date the client keeps the appointment or participates in the interview. Two weeks of successful participation is necessary before the client can be considered in compliance with work or a program activity. The date of compliance will then be the date the client began the activity. This date cannot be prior to the end of the fixed sanction period.

1000.22 - TRANSITIONAL SUPPORTIVE SERVICES

- A. Transitional services are provided to a former VIEW participant once she leaves TANF, either because she has reached the end of the two-year time period, or when her TANF case closes for other reasons. Transitional services available are transportation, child care, employment and training,* and VIEW transitional payment (VTP). Eligibility for transitional services starts the first day of the month after TANF case closure and continues through the last day of the 12th month after TANF case closure. An ESPAS record must be opened for transitional transportation, TET and the VTP. ESPAS is accessed through the ADAPT main menu, option 14. For detail instructions refer to the ESPAS Manual.

If the TANF case is reopened and the client is VIEW mandatory, the client no longer qualifies for transitional services. The client may qualify for VIEW supportive services. If the TANF case closes again, the client may be eligible for twelve months of transitional services.

- B. **Transitional Transportation** – Transitional transportation provides transportation assistance to transport clients back and forth to employment and other approved activities while in the twelve month transitional period. Transitional transportation will affect a client's Period of Ineligibility (POI). Workers must explain to clients how transitional transportation will affect the period of ineligibility. In the event the TANF case is closed and the client is receiving transportation assistance, the services will be transitional transportation. After the required six job follow ups have been completed the VIEW record must be closed. A former VIEW participant may apply for transitional transportation any time during the 12 months of eligibility; however, she will be eligible for only the remaining months of eligibility if she applies after the 12 month period has started. Payments for transitional transportation may be made for any transportation related expenses that are allowed under VIEW guidelines for open TANF cases.

Evaluation of continued eligibility and the need for transitional transportation will occur every six months. Minimally, the re-evaluation will verify the former VIEW participant's employment hours. Failure to respond to requests for information will result in termination of transitional transportation services. Adequate documentation supporting reasons for termination shall be filed in the case record. When transitional transportation services are terminated, a written Services Notice of Action (#032-02103/5) or letter must be sent at least 10 days in advance of the effective date of action.

- C. **Child Care Assistance** - Child care assistance may be provided for up to twelve months after the TANF case closes to maintain employment or to participate in employment and training activities.* A participant must be determined eligible to receive transitional child care assistance. Transitional child care starts the first day of the month after the month of TANF case closure. The participant will be required to pay 10% of monthly gross income as a fee, unless a locality has been approved to use an alternative child care fee scale. If the participant is determined ineligible for transitional child care, the agency may provide the participant with VIEW supportive child care services for 90 days immediately after TANF case closure or until the 6-month job follow-up is completed, whichever is longer. The client will not have to pay the 10% fee for the 90 days or 6 months job follow-up period, but has to pay any amount over the maximum reimbursable rate.

- D. Employment and training** – Employment and training services are available for up to twelve months after TANF case closure if needed to obtain employment, maintain employment or to receive a higher level of employment. Employment and training* provides for education and job training services to qualified VIEW participants. Participants in a sanction at case closure are not eligible for employment and training. The local agency may provide transitional employment and training if the agency has sufficient VIEW funds to pay for activities or services. Employment and training includes all services listed in Section 1000.12 and activities listed in 1000.13 and 1000.14 except FEP and CWEP. The employment and job training activity must be approved by the ESW.

To qualify and continue to be eligible for employment and training services, the following criteria must be met:

1. The activities are designed to maintain employment income, increase employment income or prevent the loss of employment income by the participant.
2. The participant was enrolled in the VIEW program at the time of case closure.
3. The TANF case of which the individual was a member is closed.
4. The case was not in a VIEW sanction at the time of closure.
5. The individual has not completed an associate degree, four year degree, or higher degree.
6. The participant must be enrolled in education and training activities for which there are jobs in the community or jobs projected to be available in the community.
7. The participant must meet the satisfactory progress requirements of the institution providing the training. For education below the post-secondary level, Adult Basic Education, and (GED), the individual must obtain one grade level increase every three months. Workers are to use VIEW attendance forms and review grades each grading period to monitor satisfactory progress.
8. To participate in an education activity, the individual must be able to complete the activity within the transitional twelve month period.
9. Participants shall not be assigned to FEP or CWEP.*

When participating in an educational activity the individual must be assigned to at least 10 hours of employment within 60 days of starting the education activity. If the client is not employed by the 60th day, the supportive services must end the 61st day. If the client is employed after the 61st day, she may qualify for transitional services.

- E. **VIEW Transitional Payment (VTP)** – The VTP is an incentive payment designed to encourage job retention. The VTP will be provided to VIEW participants whose TANF case is closed for any reason, except no eligible child in the home, when there was at least one VIEW participant who at time of TANF case closure was employed at least 30 hours per week with hourly wages of at least the current federal minimum wage. When both parents in a two-parent case are VIEW participants and are each employed at least 30 hours per week with hourly wages of at least the current federal minimum wage, the payment is \$100. If one parent leaves the two-parent household, the payment will be reduced to \$50 dollars.

The VTP is initiated in ADAPT by the EW. A one time notice is sent to the client by the EW that informs the client that her case is eligible for the payment, the reason for the payment and conditions that will terminate the payment. (See 901.13.) Once the EW opens a VTP, an ALERT will be sent to the ESW informing her that a VTP is open in ADAPT and to open a VTP record in ESPAS. The ESW must have a copy of the four most recent pay stubs or verification of employment (not over four weeks old) before opening the VTP record. If the worker does not have the most recent 4 pay stubs or verification of employment, the ESW is to send the VIEW Transitional Payment form (032-03-0405-00-eng) with a verification of employment form enclosed. The client has 10 days from the date on the form to return the form and documentation.

If the client does not send the form and documentation back, or if the documentation does not verify client's employment of at least 30 hours at minimum wage, the ESW is to open a VTP in ESPAS and close it with the closure code 20, "client is not employed 30 hours per week at minimum wage." The ESW is to send a communication form requesting the EW to close the VTP and the reason.

When the client is eligible for a VTP payment, regular job follow-up will end even if the 6 job follow-ups have not been completed. The worker will close the VIEW record with closure code 23, "eligible for VTP, close VIEW record." The hours and wage information will be used for the 1st job follow-up and for the 2nd, 3rd, 4th, 5th and 6th. The six job follow ups will be entered at the same time. Enter the 1st job follow-up and transmit. Enter the 2nd job follow-up and transmit. Continue until all six have been entered.

The ESW will send a job follow-up letter (form #032-03-0404-00-eng) in the 5th month which will be due in the following month. Once the job follow-up is received and documentation showing the client is still employed at least 30 hours per week earning at least the federal minimum wage, the worker will enter the 7th, 8th, 9th, 10th, 11th and 12th job follow-ups, transmitting after entering each one.

If the job follow-up and documentation does not show the client is employed at least 30 hours per week earning at least the federal minimum wage, the payment is to stop. The 7th job follow-up is entered in to ESPAS. If the hours are less than 30 per week, an ALERT will go to the EW notifying her that the client is no longer eligible for the VTP and the payment is to stop and the ADAPT VTP record is to be closed. The ESW will also send an Employment Services Communication Form (032-02-0072-08-eng) to the EW requesting her to close the VTP. The communication form is to be sent if the hours are less than 30, when wages are less than federal minimum wage, when the client leaves employment, and when the client does not send the job follow-up back by the due date with appropriate documentation. The ESW will close the VTP record in ESPAS.

If the client is no longer employed the payment is to stop. If she becomes employed again in the transitional period for at least 30 hours per week for at least the federal minimum wage she is not eligible to start receiving the VTP again. If she reapplies and is approved for TANF and is in VIEW when the TANF case closes and is employed 30 hours per week at minimum wage she may be eligible for the VTP.

**1000.23- PARTICIPANTS WHO LEAVE THE VIEW PROGRAM AND RETURN PRIOR TO THE
END OF THE TWO YEAR PERIOD**

- A. Participants returning to the VIEW program prior to the end of the 24 month time limit on TANF will be coded by the EW as priority referrals, and served as soon as possible. The ESW may waive the up front job search and place the participant directly into a work activity.**
- B. An individual whose case was closed while in a sanctioned status and who reappplies and is a mandated VIEW referral, must perform a verifiable act of compliance before a TANF payment may be issued.**

1000.24 - HARDSHIP EXCEPTIONS

Exceptions to the two year limit on TANF assistance may be granted under certain circumstances.

- A. Application for An Exception - The client is notified that an extension of benefits is possible by the TANF 24-Month Advance Notice of Proposed Action (032-03-0368-04). This notice is sent by the eligibility worker 60 days prior to the end of the 24-month TANF eligibility period.**

The client must submit a signed and dated written request to the ESW, postmarked within the 60 day period prior to the effective date of TANF case closure shown on the notice, identifying the specific type of exception requested. The agency may assist a client who is illiterate in writing the request, but the request must be submitted timely and signed and dated by the client. An individual who has received the 24-Month Advance Notice, who has exhausted the 24-month TANF eligibility period, and whose TANF case has been closed, may not apply for an exception.

The local agency is not required to screen all VIEW participants for eligibility for hardship exceptions.

- B. Exceptions and Eligibility for TANF and VIEW - If a hardship exception is granted, TANF benefits will continue for the period of the exception as long as all TANF eligibility factors continue to be met. The client will also continue to be a mandatory VIEW participant and will be eligible for supportive services.**

- C. Criteria for Granting Hardship Exceptions - Hardship exceptions may be granted under the following circumstances provided the client meets all general and specific eligibility criteria:**

- 1. Exceptions of up to one year**
 - a. The client lives in an area of high unemployment.**
 - b. The client has been enrolled in post-secondary education or skills training unless the education or skills training was self-initiated.**
- 2. Exceptions of up to 90 days**
 - a. The client is unable to find employment.**
 - b. The client has lost her job.**

- D. General Eligibility Criteria for Hardship Exceptions**

In order to be considered for a hardship exception, the participant's program participation must be evaluated. Determination must be made that:

- 1. The participant was not sanctioned for failure to satisfactorily participate in any assigned component activity while in the program. Assigned component activities must be reflected on the client's Activity and Service Plan.**

2. The participant was not sanctioned for leaving employment while enrolled in VIEW.
3. The participant was not sanctioned more than once for reasons other than those listed in 1 and 2 above.

In the case in which a sanction was improperly imposed, including situations in which the sanction was the result of non-compliance caused by the verified disability of the participant or the verified disability of a household member in the care of the participant, the sanction will be removed and the participant may be considered for a hardship exception if otherwise eligible.

E. Conditions Under Which a Hardship Exception May Be Granted for Up to One Year

A hardship exception may be granted by the local agency for any period of time, up to one year, based on a lack of job availability or for completion of employment-related education or training if the client meets the general eligibility criteria outlined above. The client must continue to participate in the VIEW program and carry out all program assignments. The hardship exception will be reevaluated every 90 days to ensure that the basis for the exception continues to exist and that the participant continues to meet all program and exception requirements.

1. Factors relating to job availability are unfavorable
 - a. The client lives in an area where the unemployment rate has been 10% or higher for the 2 quarters preceding the end of the client's 24 months of TANF eligibility. Unemployment rate information is available from the Virginia Employment Commission.
 - b. The client is registered with the Virginia Employment Commission, is assigned to a job search activity, and to any other activity that the agency believes will facilitate employment, and is actively seeking employment.
2. The client is in an employment-related education or training program which can be completed within one year
 - a. Participants enrolled in self-initiated education or training are not eligible for an education or training-related hardship exception.
 - b. The participant must have been enrolled in employment-related post-secondary education or skills training for at least 9 of the previous 12 months, have been satisfactorily participating, and must be able to complete the course of study in no more than one year of full time enrollment if the exception is granted.

- c. In the case of a participant with a verified disability, or a household member with a verified disability cared for by the participant, the participant must have been enrolled for at least 6 months out of the previous 12, have been satisfactorily participating for those 6 months, and be able to complete the course of study in no more than one year if the exception is granted. The ESW will work with the participant and the educational institution or skills training program to arrange any accommodations needed by the participant in order to complete the course.
- d. For purposes of this hardship exception, the following education activities are not considered “employment-related education or training”: adult basic education (ABE), General Educational Development (GED), English as a Second Language (ESL, ESOL), High School.

F. Conditions Under Which a Hardship Exception May Be Granted for Up to 90 Days

A hardship exception of up to 90 days may be granted by the local agency based on the participant’s inability to find employment or loss of employment during the final two months of TANF eligibility if the participant meets the general qualifying criteria outlined above.

- 1. The client is actively seeking but is unable to find employment
 - a. The participant is enrolled in a job seeking activity and has been satisfactorily participating, but has been unable to find employment that, in combination with all other income or sources of assistance available to the individual, would pay an amount equal to or exceeding the TANF cash benefit plus the standard work deduction.
- 2. The client has been employed, but has lost employment during the final two month of TANF eligibility due to factors not related to job performance.
 - a. The participant has applied for unemployment compensation from the Virginia Employment Commission and has been denied.
 - b. The participant is able to provide a copy of the determination of ineligibility for unemployment compensation from the Virginia Employment Commission.
 - c. The Virginia Employment Commission determination of ineligibility verifies that eligibility for unemployment compensation would have existed if the participant had worked sufficient hours to qualify.

G. Responsibilities of the ESW – Decision on Exception Request

- 1. The ESW will notify the participant within 5 working days that the request for a hardship exception as been received. The notification to the participant will provide the date by which a decision will be made. The date will be no longer than 30 days from receipt of the client’s hardship exception request.

- 2. The ESW will evaluate the request based on policy and will complete the Hardship Exception Determination Form (032-03-0376).**
- 3. The ESW will send the client a Notice of Hardship Exception (032-03-0377) notifying the client of the approval or denial of the hardship exception request, and the reason for approval or denial. A copy of the Notice will be sent to the agency's TANF/VIEW Field Consultant.**
- 4. If the hardship exception request is denied, the notice will also inform the client of the TANF case closure date.**
- 5. If the hardship exception request is approved, the notice will explain the terms of approval including the begin and end date of the exception. Additionally,**
 - a. The ESW will determine the length of an employment-related education or training exception, up to a maximum one year, based on the time necessary for the participant to complete the course of study.**
 - b. The ESW will determine the length of an exception based on labor market unfavorability, up to a maximum one year, or on an exception based on unemployment or loss of employment, up to a maximum of 90 days, based on the client's individual situation, local labor market considerations, and planned outcomes from program participation.**
- 6. If the hardship request is approved, the notice will set a first exception reassessment date no later than 90 days after the date of the notice.**

H. Responsibilities of the ESW– Management of Approved Exceptions - General

1. The ESW must monitor all approved exceptions in order to verify that the reason for the exception still exists and that the client continues to participate in assigned program activities. If the reason for the exception ceases to exist, or if the participant ceases to participate in assigned activities and would be sanctioned during regular program participation, the ESW will notify the EW who will send the client the Advance Notice of Proposed Action (032-03-0018) terminating the case at the earliest possible date.
2. At the same time, the ESW must attempt to contact the client immediately by letter and telephone to determine if the client has good cause for failure to participate in program assignments. If the client has a good cause reason for failure to continue with program assignments, and, in the case of a verified disability, if the reason for non-compliance can be remedied by reasonable accommodations, the agency may allow the client to continue in the activity. The ESW will notify the EW to not terminate the case.

I. Responsibilities of the ESW – Management of Approved Exceptions of Up to One Year

1. In addition to the general management expectations outlined above, the ESW must reevaluate each exception granted based on labor market unfavorability or for employment-related education or training of up to one year at least every 90 days. In the case of exceptions based on employment-related education and training, the ESW will verify that the participant is still enrolled, is making satisfactory progress, and is anticipated to complete the course of study within the period granted by the exception.

J. Responsibilities of the ESW - Extension of Hardship Exceptions

Under some circumstances, a hardship exception of up to 90 days - based on a client's failure to find employment or loss of employment during the final two months of TANF eligibility - can be extended. In no case will an exception of up to one year based on labor market unfavorability or for employment-related education or training be extended past the initial date.

1. The local agency may request an extension of a 90-day hardship exception by submitting a written request to a panel composed of the Commissioner of the Virginia Department of Social Services and the Commissioner of the Virginia Employment Commission, or their designated representatives, on behalf of a client.
2. An extension can be granted only during, or as a continuation of, an existing hardship exception. Extensions of the 90-day hardship exception will be granted only in very limited circumstances and only to persons who demonstrate extreme hardship.
3. Prior to submitting a request for an extension, the ESW must reassess the client and assign the client to work experience, FEP, or job skills training in addition to a job search activity in order to maximize the client's opportunity to find employment. The extension must be requested at least 10 days prior to end of the participant's original hardship exception. The extension cannot be requested if the original exception period has ended and/or the TANF case is closed.

4. The agency may follow the same procedures and timeframes to request that the extension be renewed for subsequent periods of up to 90 days if it determines that the client will continue to face extreme hardship.
5. The local agency request for an extension of the 90-day hardship exception must include the following:
 - a. The specific reason for the extension request
 - b. The period of time for which the extension is requested
 - c. Documentation that the client has satisfactorily participated in all assigned activities during the original exception period, and will encounter extreme hardship if TANF benefits are terminated
 - d. A description of any individual or extenuating circumstances that the panel should consider in making its decision.

K. Responsibilities of the Exception Review Panel

The Exception Review Panel, composed of the Commissioner of the Department of Social Services and the Commissioner of the Virginia Employment Commission , will base its decision regarding extension of TANF benefits past the period of the original exception on the following:

1. The individual met all the general and specific criteria for receiving the original hardship exception
2. The agency placed the client in a job search activity, and in work experience, the Full Employment Program (FEP), or job skills training prior to requesting the extension and the client is participating in all assignments
3. The agency has demonstrated that the individual/family would suffer extreme hardship if benefits were terminated at the end of the exception period

The panel will examine each request separately and act to grant or deny the request for extension within 30 days of receiving the request. The panel will notify the client and the agency of its decision regarding the request for an extension.

The panel will follow the same procedures and timeframes to review and act on requests for renewal of the extension period.

1000.25 - TRANSFERS

- A. The ESW will transfer within five working days from the date of notification, the entire VIEW record of TANF or TANF-UP participant who moves from one locality to another.**
- B. All attempts should be made to transfer the benefits and the VIEW records together.**
- C. All service supplements should be updated and closed prior to case transfer.**
- D. When a VIEW case with no earned income and not in sanction transfers to another agency, the VIEW clock and the 60-month clock stop until such time as the ESW does an assessment and the clocks re-starts the first of the following month. The receiving agency is responsible for adjusting the clocks.**
- E. When a case with earnings, or one which is in sanction, transfers to another agency, the clock continues.**

1000.26 - APPEALS

- A. All participants have the right to appeal an agency action to suspend or terminate the TANF payment. The ESW's decision to refer a participant to the EW because of non-compliance will result in such an action.**
- B. The EW must notify the participant in writing through use of the Advance Notice of Proposed Action every time an adverse action is taken.**
- C. The notification and fair hearings procedures in the TANF Manual, Sections 401.4 – 401.5, will govern all appeals to ensure fair hearings for actions proposed or taken by the agency as a result of noncompliance with VIEW requirements.**
- D. If the participant files a valid appeal and requests a hearing, as determined by the hearings officer, the TANF or TANF-UP grant may be reinstated until a decision is rendered by the hearings officer.**
- E. Workers may continue to work with participants during an appeal.**

1000.27 - HEARINGS

- A. The ESW must follow these procedures for all appeals involving VIEW sanctions:**
- 1) The EW will notify the ESW worker of the date and time of the pre-hearing conference by Eligibility staff and of the date and time of the appeal hearing by the hearings officer.**
 - 2) The local department is responsible for assuring that a representative of the VIEW Program is present during the pre-hearing conference and the appeal hearing.**
 - 3) Only the participant should reschedule the pre-hearing conference.**
 - 4) Eligibility and Employment Services staff must jointly prepare the summary of facts, which must include both eligibility and participation issues. Additional procedures for fair hearings are found in the TANF Manual, Sections 104 – 106.**
 - 5) The ESW will send a copy of the hearing decision to the TANF/VIEW Field Consultant.**
- B. The ESW must carry out the appeal decisions as follows:**
- 1) If the agency's action is reversed, the ESW must remove the sanction and review the participant's Activity and Service Plan to determine the appropriate component assignment.**
 - 2) If the agency's action is sustained, the sanction is imposed and the VIEW case is closed for the required period of time.**

1000.28 - CONTRACTS

Agencies may enter into financial agreements with individuals or organizations to operate portions of their Employment Services program. Agencies are bound by State statutes set forth in the Virginia Public Procurement Act and by any local procedures that may supplement the Act. Contracts made with other state entities, including community colleges and Work Force Investment Act (WIA) agencies are not subject to the requirements of the Virginia Public Procurement Act, but may be subject to local procurement procedures.

Contracts negotiated at the time the VIEW Annual Plan is developed will be sent to the agency's TANF/VIEW Field Consultant with the VIEW Plan. Contracts developed outside this timeframe will be sent to the Field Consultant as soon as the contract has been signed by both parties. The VIEW Plan will be modified as necessary and sent to the Field Consultant.

The Field Consultant will provide technical assistance to the agency in developing and/or negotiating contracts as needed.

A. Consideration in Contracting

Prior to contracting, the agency must determine what is to be contracted and why. The agency must determine that the contractor can provide services of an equal or higher quality and/or at a lower cost than the agency itself. Care should be taken to insure that the contract represents an extension of services, rather than compensation for services previously provided at no cost. If the contract is with an agency or organization that serves TANF recipients or other economically disadvantaged populations, the contract must contain a certification from the provider that the services being contracted for are not otherwise available from the provider at no cost.

B. Services That Can be Contracted

Any program activity or service may be contracted as long as the agency is able to justify the contract in terms of quality of services, cost, and anticipated outcomes. However, any contract that includes initial client assessment normally the responsibility of a ESW, and/or overall on-going case management of all or part of the agency's VIEW population, must have prior approval by the Field Consultant in consultation with the Home Office.

C. Selection of Service Providers

When selecting service providers, the local agency must take into account such things as the past performance of the contractor in providing similar services, the contractor's demonstrated effectiveness, fiscal accountability, cost efficiency and other factors which the local agency determines are appropriate. A process must exist that documents these factors were considered.

D. Contract Outcomes

The contract should be written so that acceptable performance and outcomes are clear to both parties. Additionally, the contract should make clear how outcomes will be measured and with what frequency. Success should be defined incrementally and in terms of completion.

E. Payment and Reimbursement

The specific terms of contract reimbursement are part of the contract negotiation process and a budget along with payment for a contract should always be linked to contract performance. Payments are typically prorated according to quantifiable rates of progress and/or performance. Most of the time, expenses are submitted for reimbursement. Under specific but rare circumstances, advances are allowed. A detailed budget should be attached to the contract.

F. Contract Duration

Contracts can be negotiated for any period of time agreeable to both the agency and the contractor so long as they terminate by the end of the fiscal year. To allow local agencies maximum flexibility in operating the Employment Services Program, contracts may be negotiated for a period of six months (or less) rather than for a year. Agencies who choose to contract for 12 months and who later become dissatisfied with the contractor's performance may terminate the contract by providing notice as stated in the contract.

G. Contract Requirements

A contract is made up of the following elements; the approved contract format, a scope of services description for each service to be contracted including the costs for that service, and an overall program budget showing the contractor's planned expenditures by category.

1) Format

The agency must use the standard contract format approved by the Attorney General's Office in contracting (See Appendix B, page 6 of this chapter). Other contracts can be utilized in addition, if required by the local government but the standard contract format must always be used. The contract must show the total cost for all contracted services between the agency and the contractor. If more than one service is to be provided, the separate cost for each should be included in the scope of services descriptions and detailed in the overall contract budget.

2) Scope of Services Description

Each service to be provided by the contractor must be described in full. Agencies contracting out more than one service will need to develop a scope of services description for each service.

The description must contain a:

- a) Summary of activities included in the service;
- b) Explanation of roles of the contractor and agency in providing the service;
- c) Explanation of the contractor's responsibility regarding required reporting;

- d) **Explanation of the agency's responsibility in monitoring contract and terminating if necessary;**
- e) **Description of the numbers and kinds of clients who will receive the service (age 25-35, volunteers, high school graduates, etc.);**
- f) **Statement of the time frame for the service, including beginning and ending dates;**
- g) **Description of the specific anticipated outcomes; and**
- h) **Statement of the cost of the service;**

H. Budget

Each contract must be accompanied by a budget for the entire contract showing the contractor's planned expenditures by category.

I. Contract Monitoring

- a) **It is the responsibility of the local agency to monitor each contract on a frequent basis to ensure both that the terms of the contract are being met and that progress is being made toward achievement of the outcome goals. Monitoring may be carried out through review of reports made by the contractor and by contract site visits.**

At a minimum, the agency will require the contractor to submit a monthly client specific progress report as well as quarterly reports and a final report. The quarterly report should include information on overall contract progress and identified problems as well as a report of client outcomes. The final report should provide an objective review of the overall program operations for the contract period as well as client specific outcomes/progress.

- b) **It is the responsibility of the local agency, based on information from its monitoring of the contract, to determine the appropriateness of future contracts with the same contractor. In all cases in which the agency plans to enter into a second or subsequent contract with a contractor, the final summary report must accompany the new Contract when it is submitted to the Field Consultant. In cases in which the final summary has not yet been completed, all monthly and quarterly reports to that date will be submitted instead.**

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Commonwealth of Virginia
Department of Social Services

Case Name _____
Case Number _____
Locality _____

**Virginia Initiative for Employment not Welfare (VIEW)
AGREEMENT OF PERSONAL RESPONSIBILITY**

This agreement lists your responsibilities as a participant in the VIEW program. If you refuse to sign this Agreement of Personal Responsibility, you will lose your Temporary Assistance for Needy Families (TANF) benefits.

VIEW PROGRAM RESPONSIBILITIES

I understand that TANF is a temporary assistance program and that I am responsible for:

- Recognizing that because TANF is temporary assistance, I need to work to become self-sufficient and support my family;
- Looking for and accepting employment;
- Participating in and satisfactorily completing all assignments from my case manager;
- Notifying my case manager immediately of changes in my circumstances;
- Answering all letters and calls from my case manager in a timely fashion;
- Keeping appointments with my case manager;
- Arranging child day care and transportation to allow me to participate in the VIEW program. If I am unable to arrange child day care and transportation, my case manager may be able to assist with these services.

VIEW PROGRAM RULES

To continue to receive TANF benefits, I must enroll in the VIEW program.

Once enrolled in the VIEW program, I can receive up to 24 months of TANF benefits.

I will be assigned to work activities throughout my 24-month eligibility period.

If I do not participate in the VIEW program, I will lose my family's TANF grant and my family's Food Stamp benefits may be affected. This is considered a sanction.

Each month that I am sanctioned for not participating will count as one of my 24 benefit months.

If I refuse a job offer without good cause, I will be sanctioned and lose my family's TANF benefits. My Food Stamp benefits may be affected also.

If I quit a job or am terminated, I will be sanctioned and lose my family's TANF benefits unless I have good cause. My Food Stamp benefits may be affected also.

VIEW OPPORTUNITIES

I understand that it is my responsibility to take advantage of the opportunities afforded me by the VIEW program. By taking advantage of these opportunities, I will be assisting my family in achieving economic independence.

I am able to earn up to the poverty level without losing my TANF benefits. The amount of my monthly benefits may not change when I go to work.

When I find employment and leave TANF, I may be eligible for up to 12 months of transitional child care, transportation, and/or a transitional incentive payment.

I may receive valuable work experience and/or training through the VIEW program.

HARDSHIP EXCEPTIONS

Hardship exceptions may be granted in very limited circumstances to extend the 24-month eligibility period to persons who demonstrate an extreme hardship. I may be granted a hardship exception if I have met the following conditions:

1. Satisfactorily participated in all of the assigned activities while in the program without being sanctioned; and
2. Was not sanctioned for leaving employment while in the VIEW program; and
3. Was not sanctioned more than one time for reasons other than those stated in 1 and 2 (required interviews, assessments, etc.).

FAIR HEARING RIGHTS

I have the right to appeal any agency action which terminates, reduces, or suspends my family's TANF and/or Food Stamp benefits.

VIEW ELIGIBILITY PERIOD (Check one)

- ☐ Signing this agreement will cause my 24-month eligibility period to begin on _____ with a scheduled end date of _____. (first of the following month)
- ☐ Signing this agreement will resume my 24-month eligibility period to begin on _____ with a scheduled end date of _____. This means I have _____ months remaining of my 24-month eligibility period. (first of the following month)

AGREEMENT TO PARTICIPATE (Check one)

I understand that I must sign this agreement to continue to receive **TANF** benefits. Refusal to sign this agreement will result in the loss of my **TANF** benefits.

- ☐ By signing this VIEW Agreement, I choose to participate in the VIEW program.
- ☐ The client refused to sign the Agreement of Personal Responsibility. The client's responsibility to participate was explained. The client was informed that refusal to participate will result in termination of the family's TANF benefits.

Participant

Date

Case Manager

Date

VIEW AGREEMENT OF PERSONAL RESPONSIBILITY

FORM NUMBER - 032-02-0310-03 (10/06)

PURPOSE OF FORM - This form provides written documentation of the acceptance of personal responsibility by the participant for participating in the VIEW program. The VIEW Agreement of Personal Responsibility must be completed at the initial assessment and each subsequent referral to VIEW. The form documents the begin date and scheduled end dates of the VIEW participant's 24 months of receipt of TANF. The form is **signed by both the participant and the ESW.**

USE OF FORM - This form is used by the agency to record the information discussed with the participant concerning the individual's responsibilities while in the VIEW program. The form must be completed and signed before VIEW participation may begin.

NUMBER OF COPIES - One original and one copy.

DISPOSITION OF COPIES - Original - Case Record
Copy - VIEW Participant

INSTRUCTIONS FOR COMPLETING THE FORM - The worker/case manager must discuss this form in its entirety with the participant at the time of initial assessment. This form must be signed by the participant **and by the ESW** before the participant enters the VIEW program.

Refusal by the VIEW participant to sign this agreement will result in loss of TANF / TANF-UP benefits and may affect Food Stamp benefits. If the participant refuses to sign the agreement, the **ESW** is to check the box, **sign and date, and** file it in the case record.

If a VIEW participant leaves the program prior to the end of the 24-months of eligibility for TANF and subsequently returns, the participant must sign a new Agreement of Personal Responsibility, with the remaining eligibility period indicated in the "VIEW ELIGIBILITY PERIOD" section.

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
TANF PROGRAM

Participant: _____
Case ID#: _____
Date: _____
Months Accrued on VIEW Clock: _____

☐ VIEW

☐ TWA

☐ Transitional

ACTIVITY AND SERVICE PLAN

PLANNED COMPONENT ASSIGNMENT

Planned
Begin Date

Planned
End Date

Planned
Weekly Hrs/Pay

Core Activities

Currently employed full-time

Currently employed part-time

Job Search

Job Readiness

Full Employment Program (FEP)

On-The-Job-Training (OJT)

Community Work Experience (CWEP)

Public Service Program (PSP)

Vocational Education and Training

Non-Core Activities

Job Skills Training

Education Below Post-Secondary

Other Work Activities

Education Above Post-Secondary

Other Locally Developed

CURRENT PROGRAM ACTIVITY ASSIGNMENT

Program Activity Assignment

Core
Y/N

Description/
Location

Planned
Begin Date

Planned
End Date

Planned
Weekly Hrs/Pay

☐ Pending ☐ Inactive

List reasons for assignment to Pending or Inactive and the steps necessary to resolve problem

SUPPORTIVE SERVICES

☐ Child Care ☐ Transportation ☐ Transitional ☐ Other (please describe)

PARTICIPANT RESPONSIBILITIES FOR CURRENT COMPONENT ASSIGNMENT(S)

AGENCY RESPONSIBILITIES

PARTICIPANT OBLIGATIONS

I understand that I am responsible for keeping the agency informed of my progress and needs. I agree to call the worker/case manager whose name is listed at the bottom of this page if I have a problem that makes it impossible to keep an appointment or if I wish to discuss or change an activity. I agree to continue in my current activity until I have discussed any problem I may have with my worker/case manager.

I understand that if I fail to participate without a good reason my TANF benefits/support services will be stopped, and my Food Stamp benefits may be affected.

☐ **FOR PARTICIPANTS WHO ARE WORKING**

I will contact the Employment Services Worker/Case Manager to discuss any problems that may affect my employment. I will not quit my job or put myself in a position to be fired without discussing the situation with my worker.

☐ **FOR PARTICIPANTS ASSIGNED TO COMPONENTS**

I will carry out the responsibilities as agreed.

☐ **FOR PARTICIPANTS ASSIGNED TO THE FULL EMPLOYMENT (FEP) PROGRAM**

I understand that I will not receive monthly TANF benefits while I am employed in a FEP placement. However, I may receive a supplemental TANF payment if I am unable to work at least 20 hours per week during the month because of circumstances beyond my control, such as but not limited to, loss of child care, transportation, or illness. I will call my FEP placement supervisor and my worker if I will be absent from work.

☐ **FOR PARTICIPANTS ASSIGNED TO PENDING**

I understand that I am not actively participating at this time, but the months assigned to this component will count toward my two year time period. I also understand that I must keep all appointments and answer all calls and letters from agency staff since I may be required to participate in the future.

☐ **FOR PARTICIPANTS ASSIGNED TO INACTIVE**

I understand that I will not actively participate at this time. I also understand that I must keep all appointments and answer all calls and letters from agency staff since I may be required to participate in the future.

☐ **EXCHANGE OF INFORMATION CONSENT (ALL PARTICIPANTS)**

I understand that my worker may contact employers, service agencies, and others to assist me in connection with my work activities. By signing this form, I give permission to my Employment Services Worker to share information from my case record when necessary to provide or coordinate services on my behalf.

PARTICIPANT'S SIGNATURE _____ **DATE** _____

CASE MANAGER'S SIGNATURE _____ **PHONE** _____

Activity and Service Plan

FORM NUMBER: 032-02-0302-05-eng (10/06)

PURPOSE OF FORM - This form outlines a strategy designed by the worker/case manager and the VIEW participant to achieve long and short term goals in working toward employment as decided upon during the initial assessment and recorded on the Assessment Form (032-02-303). It details specific activities to which the participant will be assigned and identifies any service needs during assignments to these activities.

USE OF FORM - This form is prepared initially at the VIEW assessment and at the time of each reassessment. It is also to be used for persons assigned to Transitional Services and TANF Work Activities (TWA). Activities on this form will correspond to entries in the automated system. A copy of this form may serve as the Service Application.

NUMBER OF COPIES - One original and two copies

DISPOSITION OF COPIES - Original - Case Record
 1st copy - VIEW Participant
 2nd copy - Service Worker

INSTRUCTIONS FOR PREPARING THE FORM

PLANNED COMPONENT ASSIGNMENTS - This section is designed to list the components to which the participant will be assigned during the course of program participation. This information in its entirety needs to be completed at the initial assessment and at each reassessment.

CURRENT PROGRAM ACTIVITY ASSIGNMENT - This space is provided for the worker/case manager to list the current component assignment(s) along with planned location, dates, and hours/pay. The information on this list will correspond with information at the top of the form and information in Employment Services Automated System (ESPAS). Any assignment to pending or inactive needs to be explained in the space provided.

SUPPORTIVE/TRANSITIONAL SERVICES - Any services needed by the participant to engage in the program activities listed will be identified in this section of the Activity and Service Plan.

PARTICIPANT RESPONSIBILITIES - Outline the specific steps the participant is required to take in order to comply with program requirements. The amount of detail needed in this section will be determined by the worker/case manager on a case by case basis.

AGENCY RESPONSIBILITIES - Outline the responsibilities the agency will assume to assist the participant in carrying out the activities identified.

PARTICIPANT OBLIGATIONS - By signing this section of the form, the VIEW participant indicates they have participated in the planning for activities described, and they understand their responsibilities as a VIEW program participant.

10/06

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
VIEW PROGRAM

VIEW WORK SITE AGREEMENT (CWEP or PSP)

_____ Department of Social Services (hereafter referred to as the Agency) and
_____ (hereafter referred to as the Work Site) enter into this agreement in good
faith to provide work experience and/or training to participants of the Virginia Initiative for Employment not Welfare
Program (VIEW).

THE AGENCY AGREES AS FOLLOWS:

1. To refer appropriate participants to the Work Site for consideration.
2. To provide a detailed explanation of VIEW and the necessary paperwork for reporting requirements.
3. To provide necessary services to enable the participant to participate in VIEW.

THE WORK SITE AGREES AS FOLLOWS:

1. To provide work experience and/or training for participants chosen by the Work Site.
2. To not use participants to displace current employees or to fill vacant established positions or perform tasks that would have the effect of reducing regular employee's work hours.
3. To not use participants to perform political, electoral or partisan activities or in response to any strike, lock-out or other bona fide labor dispute.
4. To provide reasonable working conditions which do not violate federal, state or local health or safety standards.
5. To provide competent supervision to participants.
6. To prepare evaluation and time sheets for each participant and submit this information to the Agency by the fifth working day of each month during the designated training period.
7. To furnish necessary materials to allow participants to perform assigned task.

This agreement will be in effect from _____ to _____

Authorized Signature (organization)

Date

Agency Representative

Date

VIEW WORK SITE AGREEMENT (CWEP or PSP)

FORM NUMBER: 032-02-0308-01-eng (10/06)

PURPOSE OF FORM - This form provides required documentation of the terms of the agreement between the CWEP or PSP work site and the agency.

USE OF FORM - This form is used to ensure understanding between the agency and the work site regarding work experience assignments.

NUMBER OF COPIES - Original and one copy

DISPOSITION OF COPIES - Original remains on file in agency
Copy is retained by the work site.

INSTRUCTIONS FOR PREPARING FORM

After discussion with the work site representative, this agreement will be completed so that both parties have an understanding of their mutual responsibilities.

Only one agreement with a work site is required. However, each agreement may have several position descriptions associated with it.

10/06

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
VIEW PROGRAM

VIEW WORK SITE POSITION(S) (FEP, CWEP or PSP)

This form is used to record information about each position at a specific work site.

NAME OF WORKSITE _____
HOURS OF OPERATION _____
ADDRESS _____

CONTACT PERSON AND JOB TITLE: _____
PHONE: _____

POSITION TITLE: _____ NUMBER OF POSITIONS: _____
SPECIFIC DUTIES: _____

SKILLS NEEDED: _____

WORK SITE WILL ACCEPT PARTICIPANT(s) DURING THE FOLLOWING HOURS:

Monday	_____ to _____	Thursday	_____ to _____
Tuesday	_____ to _____	Friday	_____ to _____
Wednesday	_____ to _____	Saturday	_____ to _____
		Sunday	_____ to _____

WORK SITE SUPERVISOR _____ PHONE _____
LEAD TIME NEEDED FOR ASSIGNMENT CHANGES _____

ADDITIONAL COMMENTS: _____

WORK SITE CONTACT: _____ DATE: _____
(signature)

LOCAL AGENCY CONTACT: _____ DATE: _____
(signature)

WORK SITE POSITION(S) (FEP, CWEP or PSP)

FORM NUMBER: 032-02-0306-01-eng (10/06)

PURPOSE OF FORM - This form provides a description of a single position available at an organization with whom the agency has a **VIEW Work Site Agreement** (032-02-0308) for **CWEP or PSP** or a FEP Agreement (032-02-0309).

USE OF FORM - The form is prepared by the worker/case manager as a guide for matching a VIEW participant's qualifications with the requirements of the position.

NUMBER OF COPIES - Original and one copy

DISPOSITION OF COPIES - Original - kept on file by agency
Copy - sent to work site

INSTRUCTIONS FOR PREPARING FORM

Information at the top of the form provides details about the work site and should be updated when changes occur at the work site.

Details for the position description will be as specific as possible and will also be updated as changes occur.

Details of the site hours of operation, supervisor's name and any additional comments will be documented on the form.

The form will be signed by both the site and agency representatives.

Each available position at the work site will have a separate position description form.

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COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
VIEW PROGRAM

VIEW REFERRAL TO WORK SITE (FEP, CWEP, PSP)

PARTICIPANT _____ CASE# _____
ADDRESS: _____

TELEPHONE#: _____ MESSAGE PHONE _____

TO THE PARTICIPANT:

Take this referral to _____ (company/work site) for a FEP, CWEP, or PSP position.

You are to report to: _____ on _____
Name Date Time

Address/Directions: _____

Special Instructions: _____

If you are unable to keep this appointment, call _____ at _____ immediately.

TO WORK SITE SUPERVISOR:

Please give this participant your consideration for the _____ position with your organization as outlined in our Work Site Agreement form signed by _____.

He/she is eligible to work _____ hours per week.

Please complete the section below and return to: _____

TO CASE MANAGER (check one of the following):

☐ Participant will begin work on _____ Date _____
He/she will be assigned to _____ hours per week at _____ per hour.
He/she will be working at: _____

☐ Participant not selected to work in this position.
Reason: _____

Work Site Supervisor _____
Date _____ Phone _____

REFERRAL TO WORK SITE (FEP, CWEP, or PSP)

FORM NUMBER: 032-02-0300-01-eng

PURPOSE OF FORM - This form provides the VIEW participant and the CWEP or PSP work site or FEP employer with written information about the VIEW participant's assignment to or interview at the work site.

USE OF FORM - The form is used to refer VIEW participants to a CWEP or PSP work site or FEP placement to interview for a position.

NUMBER OF COPIES - One original and two copies.

DISPOSITION OF COPIES - Original - Participant
1st copy - Work Site
2nd copy - Case Record

INSTRUCTIONS FOR PREPARING FORM

Preparation of this form will serve to refer the VIEW participant for an interview or an assignment to a work experience or FEP position for which there is a position description on file.

The first section of the form contains information that the VIEW participant will use to locate the site, to call the worker/case manager if a problem arises, and to understand the nature of the position for which they are being interviewed or to which they are being assigned.

The second and third sections of the form also contain information which will help the work site representative interview the VIEW participant, record the details of the position for which the VIEW participant is applying/reporting, and know who the local agency contact person is for this particular VIEW participant.

All sections of the form need to be completed for all parties to understand the referral.

10/06

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES

Participant's Name: _____
Case Manager's Name: _____
Case Manager's Phone #: _____

VIEW ATTENDANCE/PERFORMANCE RATING SHEET

Work Site Name: _____
Address: _____ Phone #: _____
Supervisor: _____ Additional Contact: _____

Performance Evaluation			
(Rating Guide: 0=Poor, 1=Fair, 2=Good, 3=Very Good, 4=Excellent)			
Knowledge of Assignment	_____	Safety Habits	_____
Punctuality	_____	Quality of Work	_____
Attitude	_____	Initiative	_____
Cooperation	_____	Grooming	_____
Works Well with Others	_____	Accepts Supervision	_____
		Overall Performance	_____
LIST SKILLS PARTICIPANT HAS MASTERED _____			
LIST SKILLS THAT PARTICIPANT NEEDS TO IMPROVE _____			
DO YOU RECOMMEND THAT THE PARTICIPANT CONTINUE IN THIS ACTIVITY?: _____			
WHY? _____			

Date and Hours Worked

Date	Hours	Date	Hours	Date	Hours	Date	Hours
1		9		17		25	
2		10		18		26	
3		11		19		27	
4		12		20		28	
5		13		21		29	
6		14		22		30	
7		15		23		31	
8		16		24			

TOTAL HOURS WORKED THIS MONTH:

TIMES TARDY:

TOTAL NUMBER OF SCHEDULED WORK
HOURS THIS MONTH:

NUMBER OF UNEXCUSED
ABSENCES:

THE WORK SITE SUPERVISOR MUST COMPLETE THIS FORM EACH MONTH AND MAIL IT TO THE AGENCY
BY THE 5TH CALENDAR DAY OF THE FOLLOWING MONTH TO: _____

WORK SITE SUPERVISOR SIGNATURE: _____ DATE: _____

TANF TRANSMITTAL 34

ATTENDANCE/PERFORMANCE RATING SHEET

FORM NUMBER: 032-02-0305-01-eng

PURPOSE OF FORM - This form provides a written means for the worker/case manager to monitor a VIEW participant's progress and attendance in a CWEP, PSP or FEP placement on a monthly basis.

USE OF FORM - This form is used by the work site supervisor to record the **participant's** attendance and evaluate performance in the CWEP, PSP or FEP position. **It may also be completed by the ESW based upon information provided by the employer verbally.** The form is also used by the worker/case manager to evaluate satisfactory participation (attendance) and any need for intervention to enhance the VIEW participant's progress. Usage of the forms with FEP placement is optional. The ESW may contact the FEP employee for a verbal update. Information obtained must be noted in the VIEW record.

NUMBER OF COPIES - Original

DISPOSITION OF COPIES - The original is mailed to the agency by the fifth calendar day after the report month and becomes a part of the case record.

INSTRUCTIONS FOR PREPARING THE FORM

The agency will be responsible for informing the work site supervisor of his responsibility to prepare the form monthly. **A six-month supply of the form may be given to the employer at the time the agreement is completed. Identifying information should be completed by the Case Manager prior to giving this form to the employer.**

For CWEP and PSP placements, the agency will be responsible for informing the work site supervisor of the number of hours the participant will be assigned each month.

All sections of the form need to be completed in their entirety to enable the worker/case manager to evaluate performance and monitor attendance.

The work site supervisor will be responsible for completing, signing, dating, and mailing the form to the agency by the fifth calendar day after the close of the report month.

MEDICAL EVALUATION

It is our goal to assist the individual named below in preparing for the transition from welfare to work. This person states that he/she is unable to work. Please give careful consideration in completing this medical evaluation. The information that you provide will be used to determine occupations that this individual may be able to perform, even if there are some limitations.

Commonwealth of Virginia
Department of Social Services
Temporary Assistance for Needy Families (TANF)
Virginia Initiative for Employment not Welfare (VIEW)
Food Stamp Employment and Training Program (FSET)

Agency Name _____
Address _____
Agency Contact _____
Phone # _____
Case Number _____
Case Name _____

Patient's Name: _____ Address: _____

Birth Date: ____/____/____ SS#: ____--____--____ Phone#: _____

WORK-RELATED LIMITATIONS:

1. Date of examination on which this medical evaluation is based: ____/____/____
2. In terms of working for pay / competitive employment and the patient's current health issue(s), check that which is **MOST** applicable at this time.

A. ☐ Patient is currently able to work

↓
Patient can currently work without limitations or modifications. Skip the remaining questions and sign at the bottom of page 2.

B. ☐ Able to work with limitations and/or modifications at least 10 hours per week

↓
Patient is able to work in a limited capacity and/or with modifications. Please complete the remaining questions.

↓
Anticipated duration of limitation or modification (Check one)

- ☐ Less than 60 days
☐ 60 – 90 days
☐ Greater than 90 days.
Specify duration: _____

C. ☐ Unable to work

↓
Patient is unable to work in any capacity at this time. Please complete the remaining questions.

↓
Anticipated duration of incapacity. (Check one)

- ↓
☐ Less than 60 days
☐ 60 – 90 days
☐ Greater than 90 days.
Specify duration: _____

3. Please indicate the primary medical reason for the patient's inability to work or need to work with modifications and/or limitations in the space entitled "primary diagnosis" provided below.

Primary Diagnosis: _____

If other medical issues contribute to the patient's inability to work or need to work with modifications and/or limitations, please record those in the space entitled "secondary diagnoses" provided below.

Secondary Diagnosis: _____

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WORK-RELATED LIMITATIONS (CONT'D):

4. Check all areas that the patient currently has limitations in that result in his/her inability to work or result in his/her ability to work in a limited capacity or with modifications. Check all that apply:

- | | |
|---|--|
| <input type="checkbox"/> Lifting objects greater than: _____ POUNDS (insert #) | <input type="checkbox"/> Sitting for greater than 1 hour at a time |
| <input type="checkbox"/> Bending over / stooping down / reaching for objects | <input type="checkbox"/> Standing for greater than 1 hour at a time |
| <input type="checkbox"/> Manual dexterity activities (typing, handling small objects) | <input type="checkbox"/> Walking distances greater than 50 feet |
| <input type="checkbox"/> Hearing | <input type="checkbox"/> Climbing four to six steps |
| <input type="checkbox"/> Vision | <input type="checkbox"/> Driving an automobile |
| <input type="checkbox"/> Cognition | <input type="checkbox"/> Interpersonal relationships with co-workers |

Other work limitations not listed above: _____

5. If the patient is unable to work at this time (see question #2 C on previous page), can he/she participate in any of the following at this point in time? Check all activities that the patient can presently participate in. For each that he/she can participate in, please indicate the number of days per week and hours per day that you think would be appropriate given his/her limitations.

ACTIVITY	Check here if patient can participate	Days per week	Hours per day
a. Classroom based activities leading to a GED or other certification	<input type="checkbox"/>		
b. Educational activities that address job etiquette, social skills, positive job behaviors, etc.	<input type="checkbox"/>		
c. Skills training in an occupation within his/her health-related limitations	<input type="checkbox"/>		
d. Resume writing and practice in completing job applications	<input type="checkbox"/>		
e. Participating in mock job interviews	<input type="checkbox"/>		
f. Job Searching (contacting employers; getting on a bus)	<input type="checkbox"/>		
g. Other (describe)	<input type="checkbox"/>		

WORK-RELATED ADVISING:

- | | | |
|--|------------------------------|-----------------------------|
| 6. Have you advised the patient to reduce his/her work hours for health-related reasons? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 7. Have you advised the patient to take a leave of absence for health-related reasons? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 8. Have you advised the patient to quit his/her job for health-related reasons? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 9. Have you advised the patient to apply for disability? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

COMPLIANCE:

- | | | | |
|--|------------------------------|-----------------------------|-------------------------------------|
| 10. If physical therapy, counseling, or other treatments were prescribed, is the patient complying? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| 11. Does the patient's condition hinder his/her ability to care for his/her children? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |
| 12. If medication was prescribed, is the patient complying? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
| 13. If the patient reviewed this form, would it jeopardize his/her physical or emotional health or well being? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | |

REFERRALS:

14. Does the patient require additional evaluation and/or assessment to determine their current and/or future work capacity? ☐ Yes ☐ No

If yes by whom: _____ Field or area of expertise: _____

Date referred: _____

SIGNATURE:

Signature _____ Date form was completed _____

Office Address _____ () -- --
Office Telephone number

MEDICAL EVALUATION

FORM Number – 032-03-0654-04-eng

PURPOSE OF FORM – To provide medical information concerning the mental/physical condition of an applicant/recipient.

USE OF FORM – To be used by the local social services agency in securing medical information when a written statement is necessary to determine ability to work.

NUMBER OF COPIES – One.

DISPOSITION OF FORM – Submitted to the medical doctor or other medical profession, as defined in policy at 304.3, who is treating the client for the specific condition(s) and, upon return to the local department, filed in the case record.

INSTRUCTIONS FOR PREPARATION OF FORM – The information at the top of the form is completed by the eligibility/VIEW worker prior to submittal of the form to the medical doctor or other medical professional. The information requested in Items 1 through 14 is entered by the doctor or other medical professional. If a specific activity is not listed in item 5, it can be added as item 5g by the worker. The medical doctor or other medical professional is to sign the form and also complete the identifying information in the appropriate spaces. See policy at 304.3 for additional information about medical exams.

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
VIEW PROGRAM

Date_____

VIEW Job Follow-Up Form

Name_____

Address _____

Case Number: _____

We have been unable to reach you by telephone to find out how you are doing in your employment. In order to continue receiving your TANF benefits, you must complete and return this form to your VIEW Worker no later than the _____. Failure to respond may result in the loss of your TANF benefits.
(date)

Please answer the following questions:

Are you still employed? yes____ no____

Are you having problems with any of the following (please check yes or no):

Child Care yes no

Transportation yes no

Co Workers yes no

Your Supervisor yes no

Family Life yes no

If there is something that you would like to discuss these or other issues with your VIEW Worker, please indicate a time, date and telephone number where you may be reached._____

_____.

Client Signature _____

Date_____

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VIEW Job Follow UP Form

PURPOSE of FORM – This form provides information to the VIEW Worker that the VIEW client is still employed.

USE OF THE FORM - This form is to be mailed to the client and to be completed by the client. The form must be received by the worker by the date shown. This letter provides information to the worker that the client is still employed. It also provides information to the worker if the client is having any problems with child care, transportation, co-workers, supervisor or family life.

NUMBER OF COPIES - 1 original

DISPOSITION OF COPIES - 1 original is to be kept in the file once received back from the client

INSTRUCTIONS FOR PREPARING FORM - The client is to complete the form and return it to the agency by the 5th to the month.

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Participant's Name: _____

Case No.: _____

Home/Mobile Telephone #: _____

Worker's Name: _____

Job Follow-Up Contact – Current VIEW Participants (Focus on Retention and Enhancement)

This form is to be completed by the Employment Services Worker (ESW) no later than the 10th calendar day of each month. It will serve as documentation that a monthly contact has either been completed or an attempt has been made to contact the participant.

MONTH 1	MONTH 2	MONTH 3	MONTH 4	MONTH 5	MONTH 6
Attempt 1: _____ MM/DD/YY	Attempt 1: _____ MM/DD/YY	Attempt 1: _____ MM/DD/YY	Attempt 1: _____ MM/DD/YY	Attempt 1: _____ MM/DD/YY	Attempt 1: _____ MM/DD/YY
Attempt 2: _____ MM/DD/YY	Attempt 2: _____ MM/DD/YY	Attempt 2: _____ MM/DD/YY	Attempt 2: _____ MM/DD/YY	Attempt 2: _____ MM/DD/YY	Attempt 2: _____ MM/DD/YY
Written follow-up sent: _____	Written follow-up sent: _____	Written follow-up sent: _____	Written follow-up sent: _____	Written follow-up sent: _____	Written follow-up sent: _____
Date hours/wages Verified: _____					

*** If unable to contact the VIEW participant after two attempts, mail the Job Follow-up Form (032-03-0402).**

- 1) Is the participant experiencing problems with any of the following?
(Please check Yes or No)

Child Care	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Transportation	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Home situation/Family Life	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If the participant answers Yes to any of these questions, the ESW must discuss possible resolutions to the problem. Please provide any necessary referrals to other organizations that may be able to assist the client in resolving the problem.

- 2) Is the participant experiencing problems with any of the following?

Co-Workers/Supervisor	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Need for additional training/education	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If the participant answers Yes to either question, please discuss possible resolutions to the problem. Please provide any necessary referrals for available training, education, job coaching/mentoring, workshops, or seminars.

- 3) The ESW should address the importance of Job Retention with the participant during every contact. If the participant wishes to explore opportunities for career advancement, the ESW should assist the participant with this in any way possible.

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Job Follow-Up Contact – Current VIEW Participants

PURPOSE of FORM – The purpose of this form is to provide a uniformed method for securing and documenting monthly job follow-ups for VIEW participants in unsubsidized employment with an open TANF case.

USE OF THE FORM - This form is to be completed by the Employment Services Worker (ESW). The ESW should attempt to contact the VIEW participant using a separate form for each month (months one, two, three, four, and five of the job search period).

In month six, the ESW must have a face-to-face interaction with the VIEW participant necessary to complete a reassessment. Actual number of hours and hourly rate of pay must be reverified at this time.

NUMBER OF COPIES - Original

DISPOSITION OF COPIES - Original is to be kept in the file

INSTRUCTIONS FOR PREPARING FORM - The ESW is to complete this form no later than the 10th of months two, three, four, and five of the job follow-up period. The ESW will enter the date for each attempt to contact the VIEW participant.

If after two attempts, the ESW is unable to contact the client enter the date the Job Follow-up Form was mailed to the client.

When the ESW has completed a successful contact with the VIEW participant each question must be answered with a check at either Yes or No and documentation of the suggested referrals, strategies, or supportive services for job retention and/or enhancement made to the client.

COMMONWEALTH OF VIRGINIA
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Participant's Name: _____

Case No.: _____

Home/Mobile Telephone #: _____

Worker's Name: _____

Worker's Telephone #: _____

Date: _____

VIEW Transitional Payment Job Follow-Up

This form is being given or mailed to you to determine your continued eligibility for the VIEW Transitional Payment (VTP).

The amount of the VTP is:

- \$50.00 for each VIEW participant who was employed at least 30 hours a week earning at least minimum wage at time of TANF case closure

To determine your continued eligibility for this payment you must provide verification of employment to your worker by _____. Please include this form with your last 4 pay stubs or the enclosed Verification of Employment (VOE) form completed by your employer.

Your pay stubs or the verification form must show how many hours per week that you are working.

Are you still working? ☐ Yes ☐ No

Name of Employer: _____

Your Position/Job Title: _____

Signature _____

Date _____

VIEW Transitional Payment Follow-up

FORM NUMBER – 032-03-0404-00-eng

PURPOSE of FORM – The purpose of this form is to provide a uniform method for securing and documenting employment information to determine continued eligibility for the VIEW Transitional Payment (VTP).

USE OF THE FORM – The form is used to receive current employment information to determine if the client continues to be eligible for the VTP.

NUMBER OF COPIES – Original and copy

DISPOSITION OF COPIES – A copy of the original will be placed in the case record when the original is mailed to the client. The copy will be replaced by the signed original when it is received back from the client.

INSTRUCTIONS FOR PREPARING FORM – The ESW will fill out the top of the form with the client's name, case number, telephone number, worker's name, worker's telephone number and date. The form is to be completed by the client. The client must return the form, the Verification of Employment completed by his employer or his last 4 pay stubs by the due date on the form.

The form must be returned within ten days of the date of the letter.

COMMONWEALTH OF VIRGINIA
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Participant's Name: _____

Case No.: _____

Home/Mobile Telephone #: _____

Worker's Name: _____

Worker's Telephone #: _____

Date: _____

VIEW Transitional Payment

This form is being given or mailed to you to determine your eligibility for a monthly incentive payment, the VIEW Transitional Payment (VTP). The VTP is a monthly payment which may be issued for up to 12 months. To receive this payment, when the TANF case closes you must:

- Be a VIEW participant
- Have eligible TANF children in the home
- Be employed at least 30 hours a week, and
- Be earning at least the current federal minimum wage.

The amount of the VTP is:

- \$50.00 for each VIEW participant in a household who was employed at least 30 hours a week earning at least minimum wage at time of TANF case closure

To determine your eligibility for this payment you must provide verification of employment to your worker within ten days from the date of this letter. Please include this form with your last 4 pay stubs or the enclosed Verification of Employment form completed by your employer.

Your pay stubs or the verification form must show how many hours per week that you are working.

I am still working:

☐ Yes ☐ No

Name of Employer: _____

Your Position/Job Title: _____

I am enclosing :

- ☐ Last four pay stubs, or
- ☐ Verification of Employment form completed by my employer
- ☐ This completed form with my signature.

Signature _____

Date _____

VIEW Transitional Payment

FORM NUMBER – 032-03-0405-00-eng

PURPOSE of FORM – The purpose of this form is to provide a uniform method for securing and documenting employment information for the VIEW Transitional Payment (VTP).

USE OF THE FORM – The form is used to receive current employment information to determine if the client is eligible for the VTP.

NUMBER OF COPIES – Original and copy.

DISPOSITION OF COPIES – A copy of the original will be placed in the case record when the original is mailed to the client. The copy will be replaced by the signed original when it is received back from the client.

INSTRUCTIONS FOR PREPARING FORM – The information at the top of the form is completed by the ESW before it is mailed to the client along with the Verification of Employment form. The client is to verify her employment status, sign and return the form along with pay stubs or the Verification of Employment form signed by the employer within 10 days of the date shown at the top of the form.

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